



ITCON INC.

# The Ultimate Small Business Guide To Setting Up A **'Work From Home'** Or Remote Network Access System For Your Staff

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Critical Facts and Insider Secrets  
Every Business Owner *Must*  
Know Before Installing A 'Virtual  
Network' To Allow Employees To  
Work From Home, On The Road,  
Or From A Remote Office.

**If you are the owner** of a small or medium sized business that is thinking about implementing a “work from home” program for your employees – or if you want to install a virtual network to enable you and certain key employees and managers to work on the road or from a remote office – DON'T - until you read this eye-opening guide.

This report will explain in plain, non-technical terms best practices for setting up remote access for you and your staff, as well as important questions you should ask us at ItCon for how to avoid making the most common, costly mistakes when setting up the technology for a work-from-home program.

### **You'll Discover:**

- ❑ What “telecommuting” is and why so many small and medium sized businesses are rapidly implementing work from home programs.
- ❑ The single most important thing you **MUST** have in place before starting any work from home or remote office initiative.
- ❑ How one company saved \$11 million after implementing a work from home program – and how you implement the same money-saving strategies for your small business.
- ❑ How one company slashed its turnover rate from 33% to nearly 0% – and increased productivity by 18% - all by implementing a “work from home” program.
- ❑ 8 **CRITICAL** *characteristics you should absolutely demand* from any IT professional you're considering to setup your remote office technology; **DO NOT** trust your infrastructure to anyone who does not meet these criteria.

## What Is Telecommuting And How Is It Going To Help My Business?

Telecommuting is a fancy word for allowing employees to work from home, in remote offices, or while on the road. While this is not a new concept, recent advancements in remote access technology and security have made it very affordable and easy for even micro business owners.



**Why would a business want to do this?** Some businesses are being forced to because they've run out of office space or to accommodate "road warriors." Most recently, COVID-19 has forced many of us to have our employees work from home. But many are doing it for these reasons...

- ❑ Business owners (and key managers) working 60+ hours a week are using it as a way to continue working after hours and on weekends from the convenience of their home office.
- ❑ Allowing employees to work from home means businesses can cut back on office space, lowering rent and utility bills – and according to a recent survey of small businesses, nearly 40% of small and medium businesses have (or plan to) cut down office space and allow employee to work remotely from home to save money. Not only is this lowering overhead, but it's making for happier employees who no longer have to fill their gas tanks.
- ❑ Telecommuting actually increases employee productivity, lowers stress levels, and improves retention. Contrary to what you may believe, employees who work from home tend to work more, not less. Because the computer is right there in their home, they will often put in extra hours during the evening and on
- ❑ weekends when they normally wouldn't be able to access the network. Plus, employees working on detailed programs, graphics, and projects tend to get more done when they don't have to deal with office distractions.
- ❑ Some companies are allowing their employees to work from home two or three days out of a week instead of giving them a raise – a bonus many will gladly take over more money. This also works well if you have limited office space because employees can rotate desk usage.
- ❑ It allows you to keep great employees that need or want to relocate, need to stay home to take care of a sick family member, or who are sick, injured, pregnant, or otherwise unable to physically come into the office.



## Common Myths, Mistakes, and Misconceptions About Allowing Your Employees To Work From Home

One of the biggest fears many business owners have about allowing people to work from home is the loss of control they have over that person. They believe that without someone standing over them, employees will goof off during work hours and become LESS productive.

### But the hard results prove very different...

Telecommuting has grown at a steady 3% per year for more than 15 years.

Currently, more than 23 million people are working from home at least one day a week. The increase in teleworking programs is no accident – it really IS working.

Admittedly, original telecommuting experiments were “do-gooder” projects focused on being earth friendly and generating business savings by reducing use of high-priced big city office space. However, when businesses started seeing how it drastically improved turnover and productivity, this “fad” became a hot trend.

Take the Los Angeles Bank for example; they decided to test telecommuting to see if it would help their 33% turnover rate. Here were the results...

**The experiment worked and within a year the turnover rate was cut to nearly zero and to everyone’s surprise productivity went up 18% saving the regional bank more than \$3 million dollars per year.**

Since then there have been numerous, well documented, program studies reflecting promising results. For instance, AT&T allowed employees to telecommute on a

regular basis from home in a New Jersey office of 600 people.

**Over a 5-year period a region of AT&T saved more than \$11 million annually. Half the savings came from real estate savings while the other came from a measured increase in incremental work hours from employees who were able to have a higher level of concentration with fewer interruptions.**

You’re probably thinking, “**But I don’t have 600 employees...how does this apply to me?**” **No matter how small** your business or your real estate situation, **you can save money**. It’ll just be a bit smaller than AT&T. For instance:

On average, **small businesses report saving \$85,000 to \$93,000 per year** in lower turnover, reduced operating costs (gas, utilities, office space) and increased productivity after implementing teleworking programs. (Source: International Teleworking Advocacy Group)

Of course, telecommuting might not be right for every employee on staff, but it is a great option (and reward) for key managers or employees who are self-motivated and measured by results rather than hours worked.

## The Single Most Important Thing You Must Have In Place Before Starting A Work From Home Program Or Setting Up Remote Access For Road Warriors

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Before you go "whole hog" with a telecommuting or remote access, we recommend conducting a small test where you (and possibly a few key managers) are set up to work from home.

Once you are comfortable with the concept, you may start allowing a few key employees to work from home one day a week or a couple of days a month. Or, you can simply allow employees to use it while traveling or if they are forced to stay home to take care of a child, on a snow day, etc.

But the single most important thing for you to do first is to discuss this with one of our experienced project managers who will recommend and implement the right technology to support YOUR specific situation and needs. This is unbelievably important to avoiding expensive mistakes and unnecessary frustration.

## 7 CRITICAL Characteristics You Should Understand When Considering Setting Up Your Remote Office Technology; DO NOT Move Forward Before Knowing That Your Infrastructure Meets These Criteria!

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### 1. We at ItCon have experience setting up remote access and **STRONG** (and recent) client references.

I've found that the price to correct problems created by novices is much greater than the cost to do it right the first time with an experienced technician. Past performance is generally a good gauge of future performance.

### 2. We have done a **THOROUGH** evaluation of your infrastructure.

Here is a short list of the things we investigated:

- ☑ What are your overall goals and specific objectives for allowing your employees to work from home or on the road?
- ☑ How many employees will be working remotely? Will they be accessing the network at the same time or at different times?
- ☑ What applications (including specialty or proprietary apps) and data will your employees need to access?
- ☑ What type of devices will your staff use to access the network? (Home computers, PDAs, Blackberries, laptops, etc.)
- ☑ What type of Internet connection will be available on the sending AND receiving end?
- ☑ What levels of security do you want in place?
- ☑ What level of monitoring do you want in place? For example, are there certain web sites and content you want "off limits?"
- ☑ Will the remote worker need to print documents?

### 3. We make sure to **TRAIN** you and your staff.

So many computer consultants are great at installing the "stuff" but **fall short on training you and your staff how to use the great "whiz- bang" technology they've just sold you.** We make sure to hold your hand throughout the process which is required when installing any new process or technology...we're only human after all.

# 7 Critical Criteria

## 4. We make sure they can provide help desk support AFTER hours.

One of the main appeals to teleworking is the ability to work at night or on weekends; that means **you need someone to be “on-call” during those off-peak hours if you or your employees have technical problems logging in or accessing the network.** Bottom line, we offer after-hours support. There is no benefit to having remote access if you have to wait until Monday or 9am the next day for support.

## 5. We make sure they INSIST on maintaining the network

**Virtual office networks require more ‘care and feeding’ to make sure they work properly and stay secure.** You cannot “set it and forget it” or you’re asking for problems. We prepared to perform regular check-ups and updates of your network, usually under a maintenance or managed services plan.

## 6. We are willing and able to be a vendor liaison for your specific business applications or other specialty applications.

It’s amazing how many critical applications work fine within the office network, but then slow down or shutdown when accessed through a remote location. It’s important to **confirm your applications will operate efficiently remotely, which means we may need to get on the phone with the help desk of one or more of your software vendors.**

## 7. As your consultant we have expertise in setting up employee monitoring and content filtering.

It’s more difficult (but not impossible) to protect company secrets and proprietary information when it’s stored on a location outside of your office. Therefore, we have done considerable research and have expertise in setting up and managing content filtering and security for remote machines.



## We Can Show You How To Enjoy The Benefits Of Remote Access, Just Like This Current Client...

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*"As the founder of Yes I Can Services in Brooklyn, New York, I know how important it is to have a solid foundation for sharing data and communication; and when your team is mostly 'virtual' - spread out across the country and Internationally - this becomes even more important. And given the fact that I've been spoiled by having first-class corporate IT and cybersecurity infrastructure, I wasn't about to settle for anything less than the best for keeping our mission-critical applications, data and communications working.*

*That's why I feel so fortunate to have been introduced to ItCon. They have incorporated redundant systems with a dependable backup strategy which has guaranteed us constant up-time and easy access for my team to all of our network resources. I have referred ItCon to my colleagues and have received nothing but positive comments on their expertise, responsiveness and attention to providing top notch services."*

*Simcha Feller*

CEO

**yes i can**

Your educational support™

**Email [Coach@itconinc.com](mailto:Coach@itconinc.com) To Receive  
Our Exclusive Remote Office Action Pack!**