

A man with dark, curly hair and a beard, wearing a white t-shirt, is sitting at a wooden desk and working on a silver laptop. He is looking down at the screen with a focused expression. The desk is cluttered with various items, including a smartphone, a pen, and a small notebook. In the background, there are large windows with white shutters, and a lamp is visible on a side table. The overall atmosphere is bright and professional.

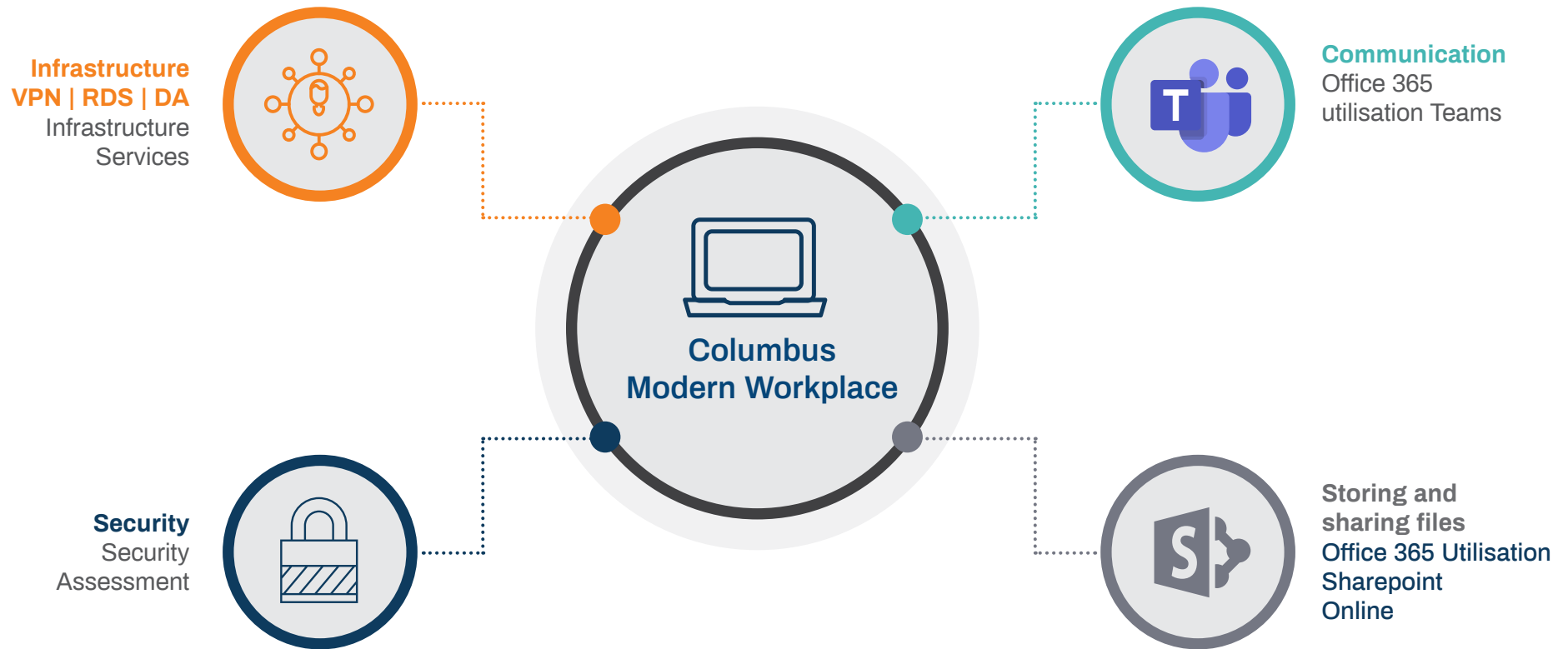
Columbus®

Modern Workplace

What questions should you ask yourself when building
a successful digital workplace?

The Modern Workplace

Help your team stay connected in all situations, to encourage productivity, engagement, and collaboration.





Communication

Communication is the key to the success of any organisation. Before encouraging your team to work remotely, you need to provide guidelines for effective communication and collaboration. Doing this will boost productivity and employee morale and help them deal with the loneliness that can occur when working remotely!



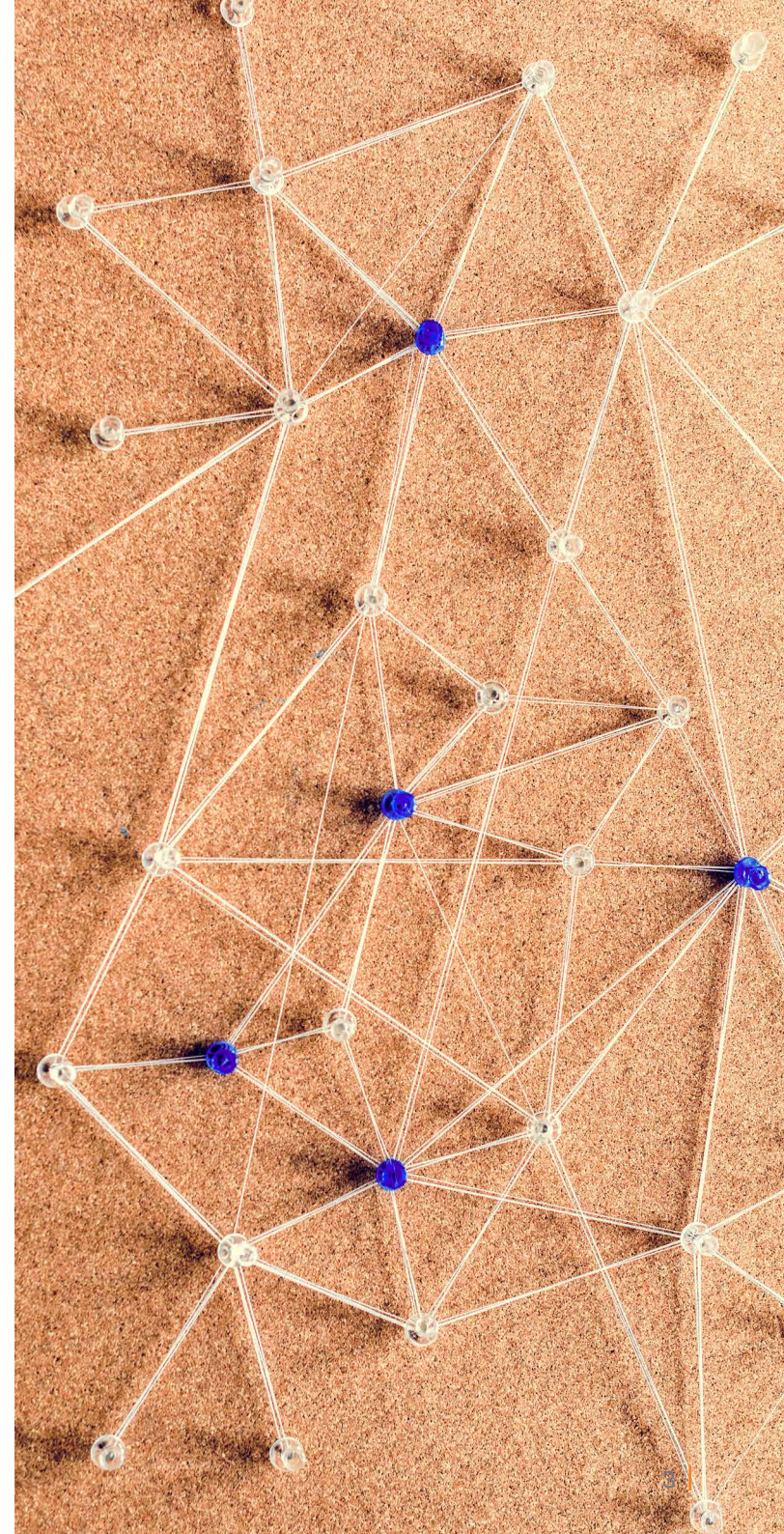
Tips on effective communication

- Encourage an informal tone on the internal chat tools
- Be aware of availability and if you are not available to answer chats and calls, update your status as 'busy'
- Be mindful of response time and overlook typos; when people are working remotely, a quicker response to chats is essential to reduce the feeling of isolation
- Use webcam for calls to provide an in-person feel and a higher level of commitment from the parties involved
- Structure your written communication as per the person or team you are responding to



Key questions you need to ask yourself

- Have you selected the right tool?
- Are your users properly trained for effective digital communication?
- Have you set up the guidelines for availability, calls, chats, and teamwork?





Storing and Sharing Files

File sharing is one of the vital aspects of the modern workplace. Who has access to which file, and why? Do the employees decide where they want to save their data, or do you have clear guidelines for file storing?

As a company, it is crucial to plan on how to handle Document Management. What are the policies for version control, document ownership, document approval, and archiving - to name a few examples. Without Document Management, you may end up with information silos due to the lack of transparency of what is stored where.



Tips for storing and sharing effectively

- Define your policies for Document Management such as your version control, workflow approval of official documents, and archiving documents.
- Focus on how your team saves files, who has access to them, and how they can be shared.



Key questions you need to ask yourself

- Do you have a central repository of documents and files that your workforce can access?
- Can users upload and download files freely?
- Can changes to shared files be reflected in real-time for increased productivity?
- Is your team trained to utilise the capabilities of your file-sharing solution?



Security

Today, most people work from multiple devices. The majority of employees access work emails on their phone or tablet.

We recommend that you have an explicit 'bring your own device' policy. Ensure that you have some application policies that prevent users from storing files on their own devices to minimize the risk of data breaches. There are plenty of ways to delete data from users' devices remotely. This is also crucial to prevent GDPR breaches.



Tips on digital security

- Use multi-factor authentication
- Run awareness campaigns
- Back your data up, including those in Office 365
- Introduce application policies that limit the options to edit files from users' apps
- Delete company data from users' apps without deleting the application



Key questions you need to ask yourself

- Will your current security measures protect confidential data and keeps it away from unauthorised access?
- Is your current workflow optimised for remote working?
- Do your employees have the right permission levels for the systems they will access?





Infrastructure

Your workforce will need to access critical business systems remotely on a device of their choice. Therefore, as a first step, you need to have the right infrastructure to support remote access from different devices to enable effective remote working. Remote working will place an extra burden on your current infrastructure and you need to ask—how will we handle this extra load?

While the answer to this question could be expansive, let us take a high-level look and focus on a few key components. Start with migration to the cloud as being 'cloud-mature' in your IT approach offers many benefits, which includes support for remote working.

You also need to consider the accessibility of your applications throughout your working hours. Keeping downtime to a minimum is essential, therefore you must plan how you will 'keep the lights on' to enable your workforce to work remotely. The best way to approach this is by monitoring your system and applications to avoid mishaps.

Direct Access

Do you currently have a virtual private network (VPN)? Your team will need to access data remotely, which makes it crucial to enable them to connect to a shared private network for intranet connectivity. Enabling Direct Access is a more secure, convenient, and advanced way to allow remote users to connect to network resources, bypassing the traditional VPN. Another infrastructure area that you should consider is the Remote Desktop Services (RDS), which enables session-based sharing capabilities, depending on your requirements.



Tips on effective infrastructure

- Assess your network to evaluate whether there are sufficient resources to handle extra-load periods
- Is your infrastructure ready for a digital workplace that provides your employees a seamless experience regardless of where they are?
- Continuously check if your infrastructure is right for your digital workflows



Key questions you need to ask yourself

- Who will maintain your infrastructure?
- What will you do if your critical infrastructure is stretched or you have bandwidth limitations?
- How will you deal with updates?
- How will you deal with any potential downtime?



Read more about guaranteed uptime here



Adoption

It is crucial to define the overall success criteria to evaluate if your modern workplace is working as it should.

What do you, as a company, want to achieve with the modern workplace?

It is not enough to install a tool and assume that employees can figure out the rest themselves. To start with, you will need to provide a basic introduction to the essential functions. We recommend that you offer guidelines on digital working. This should include instructions for file-sharing, devices, and how to communicate on various digital forums.



Tips on adoption

- Find the overall success criteria for your modern workplace
- Offer standard instruction for crucial applications and workflows
- Have guidelines for file-sharing, device usage, and online communication



Key questions you need to ask yourself

- Have you considered the needs of users with the worst working conditions while adopting new workflows?
- Have you made the best practices for remote working clear to your employees?
- Are you planning to follow-up on the basic guidelines with training workshops to update new employees and refresh the knowledge of existing teams?

Get started

Please get in touch with us for any queries or further guidance. We will help you with the next steps to becoming a modern workplace that effectively enables a remote workforce.

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About Columbus

Columbus is a global IT services and consulting corporation with more than 2,000 employees serving our customers worldwide. We bring digital transformation into your business and position you to thrive far into the future.

We are experts in designing, developing, implementing, upgrading and maintaining digital business applications that help your business succeed in the digital transformation. Our consultants have experience in developing businesses in many different industries all over the world.

We offer a comprehensive solution portfolio with deep industry knowledge, extensive technology expertise and profound customer insight. We have proven this through 30 years of experience serving more than 5,000 customers worldwide.

Let us help you realize the full potential of your business.