



# Enable your employees to work from anywhere

The future of work is here. Make sure your digital strategy is ready with Dell Technologies.

**DELL**Technologies

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# 1

## Executive Summary

The way we work has fundamentally changed and companies need to adapt their digital strategies to facilitate efficient working systems whether their employees are in the office, fully remotely or have a hybrid schedule.

Small businesses need to have a robust digital transformation strategy not only to ensure that their remote work force is fully supported to perform their job efficiently, but also to keep the company secure from cyberattacks and data privacy risks.

Investing in the right technology is key to promote employee engagement, productivity, efficient communication and to establish a collaborative working environment no matter if employees are in the office or working remotely.

Partnering with Dell Technologies you can easily prepare your small business to operate with a remote workforce.



# 2

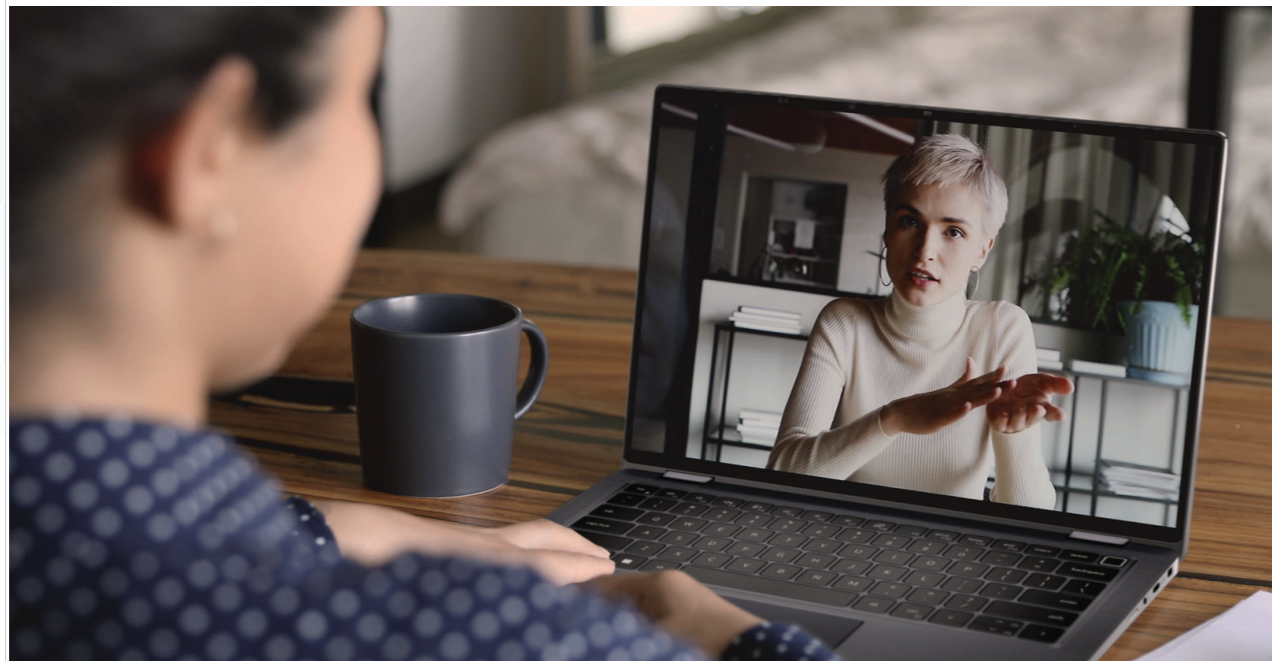
## Introduction

It is no secret that the pandemic caused a small revolution in the way we work. Worldwide lockdowns meant that businesses which could migrate to a remote environment, had no other choice in order to remain operational. Businesses had to quickly adapt to survive the storm. Now, as we enter a post-pandemic world, remote work is here to stay.

Offices are no longer confined to corporate buildings, instead living rooms, bedrooms, and kitchen tables all serve as home offices and digital transformation is at the heart of making this migration to remote and hybrid work a success.

For any modern business, it is crucial to adapt a digital-first strategy to be able to support workers and IT decision makers agree, with 96% of CIOs looking to support the capability of working from anywhere<sup>1</sup>.

The past two years showed that most work could be done from any location once employees had the right technology and an internet connection. Now workers want this flexibility to remain a permanent option. Research shows that 60% of employees prefer a hybrid work environment<sup>2</sup>, with a further 18% who did not wish to return to the office at all<sup>3</sup>.



[1] <https://www.delltechnologies.com/asset/en-us/solutions/business-solutions/briefs-summaries/vb-hybrid-work-productivity-and-collaboration-research.pdf>  
[2] <https://www.pewresearch.org/social-trends/2022/02/16/covid-19-pandemic-continues-to-reshape-work-in-america/>  
[3] <https://passport-photo.online/blog/returning-to-office-statistics/>

With the majority of the workforce wanting the option of hybrid or fully remote work, small businesses need to be equipped with high quality, modern technology to offer a flexible work environment. Implementing a partly or fully remote workforce comes with its challenges, but it can also be used to the business' advantage.

Firstly, providing flexible remote working conditions, small businesses can establish themselves as a more competitive employer. Not only will they be able to attract and retain better talent, but as they are no longer confined to recruiting in the surrounding area where their office is located, they can source highly qualified employees nationally or globally to fill vacancies, opening a larger talent pool for them to hire from.

Secondly, a hybrid working environment is shown to increase employee satisfaction and wellbeing, leading to increased productivity and performance. Teleworkers are on average 35-40% more productive than employees based fully in the office<sup>4</sup>.

However, in a remote or hybrid environment, business management has a responsibility to create and inviting company culture to avoid remote employees feeling isolated and to encourage employee engagement.

Additionally, it is imperative that IT teams can equip remote workers with suitable technology and provide them with adequate tech support to ensure productivity levels are not hindered. It is also necessary to ensure appropriate telecommunication channels and virtual workspaces are in place to promote efficient communication between teams and employee engagement.

There is a huge need to invest in the right technology to provide their employees with the tools they need to collaborate, communicate, and innovate. Providing both software and hardware is crucial for positive employee experiences.



**60%**  
of workers want the option of  
**hybrid work**



**18%**  
of employees would prefer  
**fully remote environments**

[4] <https://www.forbes.com/sites/laurelfarrer/2020/02/12/top-5-benefits-of-remote-work-for-companies/?sh=4cb9debf16c8>

# 3

## Challenges

Despite the popularity of remote work from both an employee and employer perspective, it does not come without its challenges. Some of the biggest difficulties include:

### Work Culture

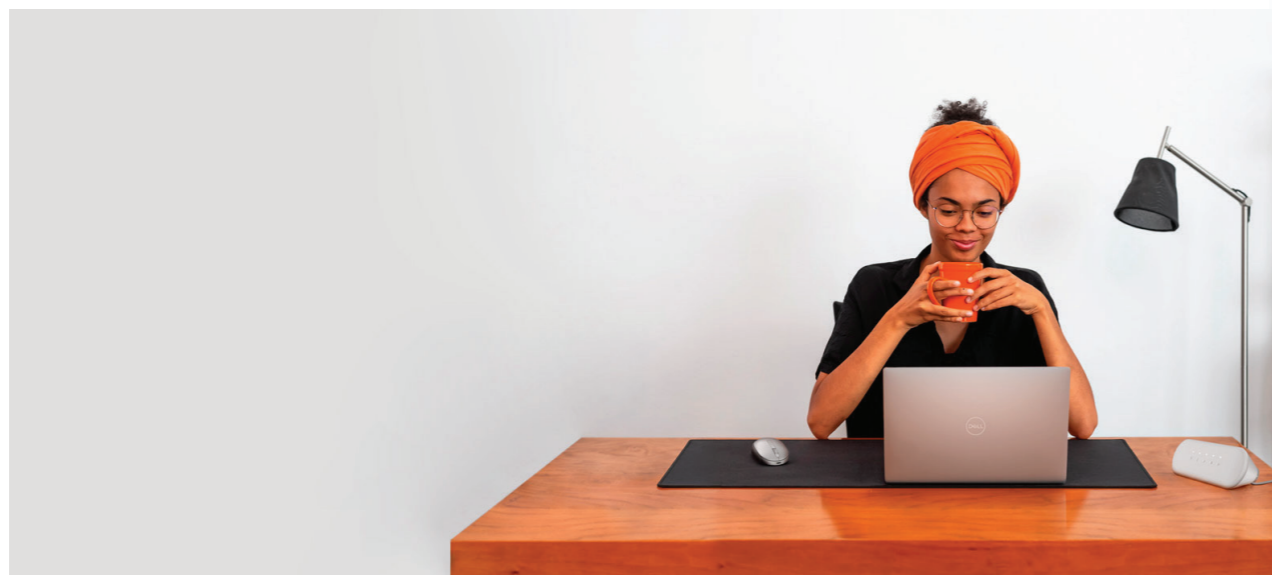
Remote work has changed the idea of work culture and 62% of CHROs cite maintaining a consistent culture as one of the biggest challenges in remote workplaces<sup>5</sup>. While benefits are important, creating a positive day-to-day experience for employees is key to talent retention.

Now businesses are faced with the challenge of redefining company culture and values in line with a remote work environment. Culture is crucial to encourage employees to stay connected and foster a foundation of open communication and trust. Without a culture, particularly for new employees may feel less attached to what they do which can lead to less productivity or innovation.

### Collaboration and communication

Without face-to-face communication, businesses can struggle with ensuring that their systems and processes can maintain a high level of communication and collaboration between colleagues and teams. In an environment where communication is primarily digital, there is a lack of non-verbal clues, which can easily lead to misunderstandings and miscommunication.

Remote meetings are often focused on a specific task and do not leave room for small talk and authenticity. Without the opportunity for spontaneous conversations between colleagues, it may be harder to build trust within teams. It is crucial that businesses provide their employees to connect on an authentic level in order to build a strong foundation as a team.



[5] <https://www.shrm.org/hr-today/news/hr-magazine/spring2022/pages/remote-work-challenges-company-culture.aspx>

### Technology

Employees need the right technology to be supported to work from anywhere. As small businesses grow, they can face challenges when it comes to rapidly expanding a remote workforce. Without the right telecommunication solutions, a team's productivity can be hindered.

IT teams also need to be able to access and manage devices remotely and provide quick and efficient support to employees in order to maintain operations. Small companies need to focus on user experience when choosing remote working technology that is easy to use and integrate with legacy systems.

### Security

Cybersecurity and data privacy risks are a major concern when implementing a remote workforce. Small businesses may not have the resources needed to protect themselves adequately, but as cyberattacks become more sophisticated, security needs to be an integral part of any company's digital transformation strategy.

Additionally, if remote workers are using personal devices there is a greater threat of data loss. Often employees who use the same device for personal and professional use will not have adequate back-up and recovery options in the case of an accidental data loss.



**62% of CHROs** say maintaining a work culture is one of the biggest challenges of remote working



**44% of workers** would leave a company if the technology was substandard<sup>6</sup>



**48% of CIOs** feel they need support to ensure remote workers are secure<sup>7</sup>

[6] [https://www.delltechnologies.com/content/dam/digitalassets/active/en-apj/unauth/The\\_Workers\\_Experience\\_Report.pdf](https://www.delltechnologies.com/content/dam/digitalassets/active/en-apj/unauth/The_Workers_Experience_Report.pdf)  
[7] <https://globalitresearch.com/whitepaper/meet-the-future-of-work-with-confidence/>

# 4

## Embrace remote work with the right technology

A strong digital transformation strategy is needed in order to overcome these challenges. It is necessary for small businesses to invest in the right technology that will enable them to remain agile and prepared for an expanding remote workforce.

It is critical for business continuity that remote workers are set up quickly and that they have the right tools to support collaboration, productivity, and communication within teams. This is how small businesses can use the right technology to deal with the obstacles that remote working presents:

### Invest in telecommunications

Your team need to be supported with the right telecommunication devices and platforms to be able to work efficiently. Cloud based virtual workspaces allow your employees to share files easily, communicate with ease and work collaboratively.

In a hybrid working environment, set up meeting rooms with large screens and devices which allow employees to easily dial in their remote colleagues via video



conferencing platforms. This helps to reduce the impact of geographical barriers between team members and makes collaboration easier.

Telecommunications plays a large role in providing face-to-face experiences regardless of a person's location, but it is also important for business efficiency. Making communication as easy as possible enables employees to make decisions quicker, take action faster and improves operations.

### Provide the right hardware

Technology is not only important in shaping a remote employee's experience in the company, but also choosing the right technology is central to enabling collaboration and innovation, particularly as companies shift to a "work from anywhere" mindset.

Small businesses need to make sure that the technology they use can keep pace with their needs. It is crucial to provide all workers with modern, trusted devices to be used solely for professional purposes to keep your data secure.

Providing the right hardware from laptops, monitors, headsets and so on, employees will be able to set up a productive remote working environment no matter where they are based. Reliable, functional, and modern devices are key to maintaining productivity and engagement with a remote work force.

### Implement cybersecurity measures

Remote work can increase the risk of an attack or data breach as it can expand your attack surface but implementing the right cybersecurity measures can keep your small business safe.

Cybersecurity can be improved by mandating that all employees log-in on company issued devices only. Validate all hardware before it is introduced to your PC fleet and use multi-factor authentication to verify user identities. This gives you control to ensure each device is in line with security procedures and are not being used by malicious actors.

Ensure each device that you deploy is fitted with up-to-date anti-malware software and use this in conjunction with firewalls and virtual private networks to further enhance security and access to confidential company information.

# 5

## How Dell Technologies can prepare your business for remote work

Dell Technologies is the right partner for small business. As an end-to-end partner, we are positioned to provide tailored advice on the best technology for your business needs. Dell Technologies Advisors are there to help you navigate the challenges of implementing a remote workforce.

Providing your employees with the option to work from anywhere is no longer a nice-to-have, but rather a necessity to be a competitive employer to attract the best talent and maintain employee satisfaction.



Technology is at the heart of making hybrid and remote work a success. Dell Technologies can help you power innovation and support your employees no matter where they are. We are committed to providing the highest quality technology so you can be confident in the knowledge that your remote workforce is ready.

Talk to a Dell Technologies Advisor today to learn how you can optimize your digital transformation strategy and use technology to empower your workers.

### Embrace remote work with Dell Technologies



Unified workspaces



Secure devices



Collaboration solutions



Scalable technology



Enable your  
employees **to work**  
**from anywhere**