



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

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

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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 an organization in the Toronto area that is struggling with employees working from home, 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 important questions you should ask any computer consultant to avoid making the most commonly made, costly mistakes made when setting up the technology for a work from home program.

You'll Discover:

- What "telecommuting" is and why during this crisis working remotely can help keep your organization moving forward if done properly.
- The single most important thing you **MUST** have in place before starting any work from home or remote office initiative.
- **7 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.
- How to get a **FREE "Home Office Action Pack"**



From the Desk of:
Ted Shafran
President/CEO - Connectability

Dear Colleague,

I know your world is probably on fire right now, so I wanted to reach out to offer you some great information about the tech side of working remotely, but also how to make your staff as effective as possible while being remote. I know you have an immediate need right now to get some or all of your staff working productively while remote, but the need is going to continue long after this crisis has come and gone. Imagine being able to get double the work out of your employees while simultaneously slashing overhead costs, padding your bottom line, and securing incredible loyalty from your staff during and after this crisis.

Sound too good to be true? *I assure you it's not...*

My name is Ted Shafran and for over 40 years, I have provided business and technology consulting services to hundreds of organizations across the Greater Toronto Area.

While it may seem like I'm making radical statements regarding working from home, I want you to know that I'm not a "radical person." As a matter of fact, I'm a very grounded and conservative-minded technology consultant with a long track record of helping my clients enjoy more stress-free productivity, lowered costs, and competitive advantages.

That's why I published this business advisory guide.

The COVID-19 global crisis created a surge in demand for employees to work remotely both securely and productively. This is a trend that will continue and there are ways to drastically increase productivity, cut costs, and drive more profit to the bottom line.

We call this remote access telecommuting.

Sure it doesn't sound very sexy when you first hear it, but when you see the bottom line impact it has on profits and productivity and talk to business owners who rave about how much money it's saving them, you'll start to see what all the excitement is about.

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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 employees to be as effective or more than their office counterparts.

Why would a business want to continue this? Some businesses are being forced to because they've run out of office space or to accommodate "road warriors." But many are doing, or will do 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 or waste precious time behind the wheel of a car.
- 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.

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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...

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

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 find a very experienced IT consultant 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 Absolutely DEMAND from Any IT Professional You're Considering to Set-up Your Remote Office Technology; DO NOT Trust Your Infrastructure to Anyone Who Does Not Meet These Criteria!

There is no "one size fits all" solution; the best solution is greatly dependent on your specific business needs, the applications you use, how many people will be accessing your systems remotely, the available equipment and dozens of other factors. That's why you want to look for a consultant who meets the following criteria:

1. Look for a consultant who has experience setting up remote access and STRONG (and recent) client references.

Do you really want to be the person who "pays" for your consultant's training? 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. Ask for *recent* references and call them! Past performance is generally a good gauge of future performance.

2. Make sure they do a THOROUGH evaluation up front

If your consultant doesn't insist on doing a thorough evaluation BEFORE handing you a proposal, do NOT hire them! If they don't do their homework, they could easily sell you the wrong solution, causing you to have to spend MORE money, MORE time, and have MORE frustration getting what you really need. Most consultants will do a quick, cursory review and provide a free recommendation (proposal) because they want to close the deal fast. Here is a short list of the things they should investigate or ask you:

- 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?



- 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?
- What is your long-term plan for remote access for them?

3. Make sure they the capability 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. Make sure you hire someone who is able and willing to do the "hand holding" required when installing any new process or technology...we're only human after all.

4. 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, if your consultant doesn't offer after-hours support, don't hire them to do the job. There is no benefit to having remote access if you have to wait until Monday or 9am the next day for support.

5. Look for someone who can also solve the phone piece of the puzzle, not just the network access piece.

If you want your work-from-home employee to be able to make and receive calls and APPEAR as though they are in the office to the caller, then look for someone who can set up your phone system to work with your remote employee's home phone or cell phone. Usually this can be accomplished with VoIP technology (Voice Over Internet Protocol). Confirm that whoever you hire can either provide these services or has a partnership with a reputable vendor who has this expertise.



6. Make sure your consultant is 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 ensure your consultant is able and willing to confirm your applications will operate efficiently remotely, which means they may need to get on the phone with the help desk of one or more of your software vendors.

7. Look for a consultant who has 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 in a location outside of your office. Therefore, make sure the company you hire has expertise in setting up and managing content filtering and security for remote machines.

Not Sure If You Are Ready to Set Up Remote Access? Our Free Remote Access Consultation Will Help You Decide

As a prospective client, we'd like to offer you a free Remote Access Consultation. At no charge, we will meet with you virtually to review your current situation, business practices and needs and provide recommendations on how you can quickly and easily set up remote access for you and your staff.

We will also discuss your options, clarify any grey areas, and answer any questions you have. We will also map out the costs and steps involved so you know exactly what to expect.

You are under no obligations to do or buy anything; this is simply our way of introducing our services to you and demonstrating how we can make your remote access project a complete success.

Plus, we'll give you a FREE "Home Office Action Pack" just for meeting with us! This package includes:



- Home Office/Remote Office Checklist to help you verify the home or remote office is a safe and productive environment for the employee to work.
- Acceptable Use Policy Template that you can customize for your business. This outlines rules around what is acceptable to do on company-owned computers, and what is not.
- Home Office/Remote Office Security Checklist to help you ensure all security measures have been taken, and remote workers are following the agreed upon Acceptable Use Policy.

What To Do Now

If you did not schedule your Free Work from Home Consultation to receive your FREE "Home Office Action Pack," do one of the following:

1. You can submit your request directly by emailing:
info@connectability.com
2. Call us direct at (416) 966- 3306
3. Send me an e-mail: teds@connectability.com

Remember, there is no obligation for you to buy or do anything – this is simply a discovery meeting to see if remote access is right for you.

Sincerely,

Ted Shafran - Connectability



We Can Show You How to Enjoy the Benefits of Remote Access, Just Like These Current Clients...

The Staff At Connectability Always Resolve Our Issues



Regardless of the size or complexity of the issue we may be facing, the staff at **Connectability** respond quickly and are **always able to resolve our issues promptly** and competently.

-- Rae Roebuck – Partner - First Leadership Limited

Connectability Solved The Problems Our Old Provider Couldn't Fix



Within weeks of taking over our IT support, **Connectability** **solved the problems that our old provider couldn't fix**, including a VoIP issue that had frustrated us for months. They also identified opportunities to cut software subscription fees and reduce our Internet costs. And, they accomplished this without any loss of efficiency or functionality. We are very pleased with the value they created and the **professional service**, as they are eager to respond whenever we have questions or issues."

-- Matthew Bacchiochi – Vice President - Gavin Management Group

Connectability Offers Multiple Solutions to Issues



"We engaged Connectability early in 2015. We have been very happy so far. The **response time is swift and staff are very knowledgeable**. I like the way Connectability offers multiple solutions to issues when required. It makes the decision process easier – who doesn't want that when it comes to their IT concerns?"

-- Cathy Matyskiel – Office Manager - MD+A Health Solutions

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My Sole Source For Hardware, Networking And Consulting



"Connectability has been my sole source for hardware, networking and consulting services for over ten years now. The company has always been professional, responsive and cost-effective. **I highly recommend Connectability** to any business organization looking to improve its Information Technology resources."

-- James Adessky - Chief Financial Office - Murray & Company

Connectability Was A Great Discovery!



Connectability was a great discovery! They're responsive, professional, and always looking for new productivity and cybersecurity tools for their clients. If you're looking for **reliable IT support services** for your business we highly recommend you give Connectability a call!

-- Ari Weinberg - President - O'Doughs

Immediate Response and Expert, Cost-Effective Maintenance



"Connectability has been our **most important discovery in the service world** that supports the operations of our business. Since 1998, all our Head Office computer systems, both Mac and PC, have relied on the immediate response and expert, cost-effective maintenance of the Connectability team. I can't begin to quantify the savings in our staff time and effort."

-- Dr. Barbara C. Eastman - President - The Probyn Group

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