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Lesson 1.4: Basic Requirements for Smart Remote Expert Solution
Unit 1: Introduction to Smart Expert Solution and the Technologies which Enable it
Module 3: Remote Expert Solution for Vocational Technical Training Programmes

WHAT MAKES AN ORGANISATION REMOTE COLLABORATION READY?

There are several answers to that question, but the most obvious ones are:

- The right machines (hardware)

- The right systems (software)

- An internet connection

- The ability to use the aforementioned hardware and software.

This is where technology adoption comes into play. Having the right machines and systems means little if employees are unable to use them remotely or do not even know they exist. Which then brings us to the question, how do you enable employees to use new systems remotely? Traditional technology adoption is no longer an option - you cannot put them all in a room and train them.

ELEMENTS OF DIGITAL ADOPTION

Remote technology enablement needs some elements to be truly effective:

▪ **Awareness:** Users need to know the technology is there and available. There needs to be a channel available where employees know they can find information about the technologies, when they were launched, where to locate them, and why they need to be used.

▪ **Training:** This needs to be online training, but it also needs to be flexible. Remote working means that you no longer have control over employee schedules as remote workers may be a continent or several time zones away.

▪ **Learning materials:** Remote employees need to be able to access learning materials on demand convenient library .

Elements of Digital Adoption

Awareness
Do the employees know about the technology? How to access it? What it does? How it will serve them?
01

Consideration
02
Do your employees know where to find more information about the technology and how to use it?

Learning
Have you provided flexible training and learning options? On demand learning, as well as live sessions?
03

Support
04
If your employees have questions or sudden incidents, are you able to provide a medium for timely support?

Referral
Once they've successfully used the technology, are they able to share and refer it to other users?
05

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· **Support:** Support is vital for anyone working remotely. Support should be in the form of immediate support, if possible, through chat bot or live agent, as well as less immediate support in the form of tickets for non-urgent matters.

The elements above cover the technology users' needs throughout the technology adoption lifecycle.

Distributed work will standardise how people work regardless of their location. Whether a person is remote or in the office, the way they log in, access files, perform their tasks, and collaborate should be the same.

How can organisations start standardising distributed work today?

For all the employees who need to use their office workstations, adopt a secure, reliable remote access solution.

For all IT and help desk teams who need to support a wide variety of devices remotely, adopt a universal remote support solution.

FACTORS YOU SHOULD CONSIDER WHEN CHOOSING A REMOTE EXPERT SOLUTION

A. SECURITY

At the top of the list is security. Remote expert solution adopted which if not meticulously managed can expose businesses to expanding cyber threats.

- In recent years, Gartner and many security experts have recommended that businesses move away from network-level VPN access and instead move toward application-level, identity-based remote access solutions that embrace a zero-trust framework.

- A recent survey conducted by security firm, CrowdStrike, found that 66% of organisations had experienced a ransomware attack in the previous 12 months, up from 56% in 2020. And, in 2020 companies lost almost $21 billion due to attack-induced downtime.

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Security Factors to Consider when making Decision

· Prompt, automated security updates and patches.

· Multi-level authentication and authorisation steps each time users log in on any device.

· End-to-end encryption of all connections

· Ability to manage permissions at a per-user level to adhere to the principle of least privilege.

· Comprehensive logs and session recording for auditing and compliance.

· Automated onboarding and offboarding, reduce loopholes, and enhance authentication security.

B. FAST PERFORMANCE AND CONSISTENT RELIABILITY

A remote access solution must reliably and consistently work from anywhere regardless of whether the user is at home or in a coffee shop.

A remote access solution should:

- Maintain responsive and fluid user experience on any device – even for resource-intensive tasks like video editing and 3D rendering

- Provide a consistent, reliable connection within seconds.

- Offer a seamless and intuitive user experience that "gets out of" the user's way.

C. SIMPLE FOR IT TO SET UP, MANAGE, AND SCALE

IT teams are stretched thin to support multiple devices and operating systems. "Device diversity" continues to increase as more users work from home. The use of Macs, Chromebooks, and other non-Windows devices continues to accelerate.

D. AN EASY AND INTUITIVE USER EXPERIENCE

The ideal remote solution for adoption should be so simple that it doesn't require any rigorous training to use. End users need new software to work intuitively and consistently. Otherwise, employees may become less productive or adopt their solutions. This ultimately increases security and compliance risk.

Be sure to ask the vendor if their solution supports:

- Multiple operating systems and devices, including Windows, Mac, iOS, Android, Linux, and Chromebooks.

- Multi-monitor support and sharing desktops.

- Device redirection (USB, pen stylus, microphone, etc.), for an authentic in-person experience.

- Remote reboot, switch user, UAC, and other privileged actions, for powerful remote support capabilities.

E. WORLD CLASS CUSTOMER SUPPORT

A remote access vendor needs to give exceptional, real-time support. An excellent customer service is required as a core value.

Be sure to ask these questions to evaluate vendor's customer service:

· Does it offer live phone and chat support in every time zone?

· Does it offer multiple channels of support to suit the customers? preferences: email, ticket, chat, and phone?

· Are customer's reviews on review sites consistently positive?

A remote expert solution should be able to provide a long list of valuable integrations and flexible pricing that make it a no-brainer to support a hybrid workforce.

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