Remote Workforce

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In this presentation we will discuss the following topics:

- Remote Workforce---a Surprise
- Psychological and Behavioral Aspects to Consider
- Communication, Communication, Communication
- Technical Tools Needed for a Successful Remote Workforce and How to Prepare
- How AccountantsWorld LLC., (AW) Implemented its Remote Workforce
- How AW Solutions Help your Work
Remote Workforce a Surprise

In today’s environment, employees working remotely has become a necessity. Recently, many small to mid-size organizations found themselves unprepared. There was no plan in place or ability to quickly implement a viable, efficient, and secure remote workforce solution.

Not only due to COVID-19, but also in normal times, a remote workforce opens up opportunities for small to mid-size businesses to employ the best talent because they are able to use a much larger geographic area.
Psychological and Behavioral Aspects

- Communicate often. This will instill comradery and not isolation.
- Share detailed plans and setup expectations for work schedules and breaks.
- Create a task list, and possibly a time entry system, where tasks and time can be tracked.
- Engage workforce socially, encouraging interactions like an online happy hour, not just work meetings.
- Create a platform to recognize good performance which can be seen by everyone.
- Trust your employees.
Remote workforce changes the dynamics of how technology is used and what type of platforms are required to create a productive and efficient workforce.

Below is a list of tools you will require. We will look at how AW implemented tools to achieve these goals.

- Cloud Storage and Processing
- Project Management Software
- Security Tools and Knowledge
- Online Office Suites
- Mobile Hotspots/WI-FI Connection
- Team Chat Apps
- Screen Sharing Software
- Video Conferencing
AccountantsWorld Implementation

- **Cloud Storage and Processing**
  
  AW followed the philosophy of migrating all its systems to AWS cloud (Amazon) storage and processing platforms. This enabled AW’s development and technical staff to access all environments from any location, and at anytime. This included development, testing, and production systems which Firms rely on to run their business.

- **Mobile Hotspots/WI-FI Connection**

  Each AW employee made sure they had a reliable internet or hot spot connection (4G enabled internet connection) which they could use to connect to these cloud-based environments in an event like COVID or any other disaster.

- **Project Management Software**

  To track employee task assignment and manage large projects AW implemented cloud based project management tool (Microsoft Project Server) hosted at Microsoft Azure (Microsoft Cloud).
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Security Tools and Knowledge

- One of the most important aspects of creating a remote workforce is to train employees on how to handle critical data and implement security tools, which will allow secure connectivity to systems, secure proper storage of data, and segregation of duties. Allowing only authorized employees to see PII and other financial data.

- This was implemented by creating a role-based access to data for internal staff using a custom developed ERP/CRM system.

- We enabled two-factor authentication.

- AW implemented SalesForce™ as our new CRM.

- AW employees were given instructor-led training on various types of threats, how to detect threats, who to inform in case of suspected threat, and what immediate action to take.

- AW implemented state-of-the art intrusion detection and prevention systems to secure for clients data.
Accountants World Implementation

Team Chat, Screen Sharing, and Video Conferencing

- To have AW employees work closely and collaboratively, AW used Microsoft Teams as our platform, which is hosted in Azure Cloud at Microsoft™. MS Teams is an all-inclusive application allowing users to perform the functions below, and seamlessly integrates with other calendaring and email systems.
  - Create meetings and invite company staff or external users
  - Real time Chat functionality between employees
  - Video conferencing using your camera and computer microphone
  - Easy to use screen sharing functionality to do demos and collaborate with others

Online office suites

- For employees to have access to documents, spreadsheets, PowerPoint presentations, and other critical assets, AW implemented SharePoint for its document management system at Microsoft Azure cloud-based platform.
In conclusion, we will list the tools AW implemented for our remote workforce in the table below. We believe each of our Firms could easily replicate our experience, and even guide their employers to become a sound remote workforce.

<table>
<thead>
<tr>
<th>Goal</th>
<th>Tool</th>
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<tbody>
<tr>
<td>Cloud Storage and Processing (hosting payroll, Accounting, and other AW products)</td>
<td>AWS cloud (Amazon)</td>
</tr>
<tr>
<td>Project Management Software</td>
<td>Microsoft Project (MS Azure cloud)</td>
</tr>
<tr>
<td>Security Tools and Knowledge</td>
<td>Virus prevention tools like bit defender and employee training</td>
</tr>
<tr>
<td>Team Chat, Screen-Sharing Software, Video Conferencing</td>
<td>Microsoft Teams (hosted at MS Azure cloud)</td>
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<tr>
<td>Online Office Suites</td>
<td>Microsoft Office hosted at Azure (MS Cloud) using SharePoint for storage and sharing</td>
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At AccountantsWorld, each product is cloud-hosted on a secure AWS (Amazon) cloud. It can be accessed by our firms anywhere, anytime, with internet connectivity.

AW’s Cloud Cabinet solution provides a secure and automated platform to save and retrieve Payroll or Accounting documents by our firms from anywhere, at anytime.

By a simple click of a mouse, important documents like Payroll reports and filed compliance forms, can be shared with clients or archived in Cloud Cabinet.

On the Accounting Power side, functions like Bill-Approval services, accessible to clients from their mobile devices, makes important tasks easy to access and can be performed on the go.
New Mobile Applications

- We are also proud to announce that AW will be soon releasing a state-of-the art app to perform critical Payroll functions on the go, enabling remote work to be easier and smoother for our Firms and their clients.

- A similar application will also be released for Accounting Power soon.
Additional Resources

- [5 Proven Benefits Of Remote Work For Companies](http://example.com)
  Forbes

- [Does Working from Home Work?](http://example.com)
  Stanford Business School

- [Latest Work-At-Home/Telecommuting/Mobile Work/Remote Work Statistics](http://example.com)
  Global Workplace Analytics