

5 Types of Remote Workers

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Remote work philosophies continue to gain momentum among employers and is a desired benefit to employees. Remote workers report being happier in their jobs 29% more than on-site workers. But how can you ensure that a remote worker is properly equipped to be remote when they require the same user interface and tools as their office bound counterparts? A successful implementation of a remote work ecosystem has includes all of the hardware and software clients to create a positive user experience.

Through voice and video conferencing, instant messaging, and collaboration tools all enabled in a corporate UCC solution, remote workers can be contacted no matter where they are located, providing effective continuity when collaborating. However, there is no one size fits all solution for remote workers. The needs of the worker can be vastly different based on what “remote” means to that person or their employer. We identified 5 types of remote worker and how their remote work environment needs can be addressed:

Virtual Home-Office Worker

This employee has a fully equipped home office and uses it as their primary workstation. They may travel or visit the office occasionally, but mostly perform their job virtually from their home office. This type of worker requires an integrated business mobility solution, with a home connection to the office network through a virtual private network, remote desktop, or cloud access, along with a solid mobile-phone plan, laptop, cameras, and internet connection. UCC solutions with stable screen-sharing and video-conferencing tools can help these remote workers develop a strong, collaborative presence with coworkers who work in other locations. The most important thing about these tools is that they are not in their own silo but are fully integrated into the corporate UCC solution in order to ensure transparency.



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Road Warrior

Road warriors are mobile employees who are typically on the road, but often on the road handling business, like salespeople and service technicians. This type of worker might need to be able to do work from an airport, hotel room, restaurant, or at a client's office. Road warriors usually have a desktop phone at their office desk but also require mobility features. Remote-office features offered by both cloud-based and premises-based UCC solutions enable all calls to be seamlessly routed between mobile and desktop devices.



Outbound calls can show the business phone number from mobile devices, providing business continuity and control. With a common user interface, these mobile workers can transition between devices easily and can often use their mobile devices in order to access other common business applications like email, instant messaging, and even video chat.

Hoteling Remote Worker

These remote workers split their time in an office, on the road, and a home office. Because they come into the office in order to use resources and meet with managers and team members face to face fairly often, they need access to a desk. Many companies provide a bank of workstations for this type of employee, who, when in the office, can claim a desk as their own for the day and log in to the desk phone as a guest in order to use it for that period of time. Shared VoIP phones allow employees to use their own extension number and voicemail on the phone as a guest. This feature is called "hoteling" and is a good way for companies to save



money on real estate that is only used part-time as opposed to dedicating permanent resources to employees who are only in the office 10% to 30% of the time.

Flexible Worker

Some employees need flexible working schedules in order to accommodate childcare schedules, medical needs, or class schedules. Some just need to be able to work flexibly on occasions when traffic or weather is an issue. Companies that provide tools to employees who need to work on a flexible schedule will gain productivity from their workers. These workers typically have the traditional in-office workspace but need mobile capability in order to log in to the network, check email, share files, and place calls or conduct conferences on the days they work remotely. Again, if the user interface is consistent with their desktop experience, employees will be just as productive from home as they are in the office. Integrated UCC is the key to the success of the remote workforce.



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The Always “On” Worker

If employees have access to work from home, many will typically take part of their personal time in order to do some work. Reading an article, checking email, editing a document, or filling out a timesheet are examples of things that workers will often undertake at home outside of office hours. From office email access on mobile phones to UCC solutions providing social integration to conferencing solutions to remote-office mobile-phone solutions, employees in all divisions and at all levels want more mobility solutions in order to accomplish their work, whether they are in or out of the office.



Speak to your customer in order to find out what type of remote workers exist in the company today and their future plan to accommodate remote workers. Ingram Micro is here to support you each step of the way as you accommodate any combination of remote workforce opportunities, from assessments and deployment services, to identifying the solutions and safely disposing old hardware assets that are being refreshed, through the financial solutions that meets the customer’s needs. Contact your Ingram Micro Sales Representative or any of the below resources to get started building out your next remote worker configuration!

Solution Design & Services dedicated UCC line: **800-445-5066 Ext. 76101**
Ingram Micro Cloud: **800-456-8000 Ext. 77099**