

Team Remote Working The Easy Way

How To Build A
Secure, Smart &
Successful Setup



Build Digital Citadels



Getting remote working right is vital to the success of your team and your practice. It is even more critical in a physically distanced world, to invest in a digital environment that supports agile working, team collaboration, and client services. The right mix of technology can protect your business and help you to thrive in challenging times.

We've identified three key pillars that you can use to build your Digital Citadel:

Security – protecting your team is essential to business continuity.

Software – tools that empower and connect remote workers.

Working Space – often overlooked yet improves productivity tenfold.

The Keystones:

Strong Defences: Security

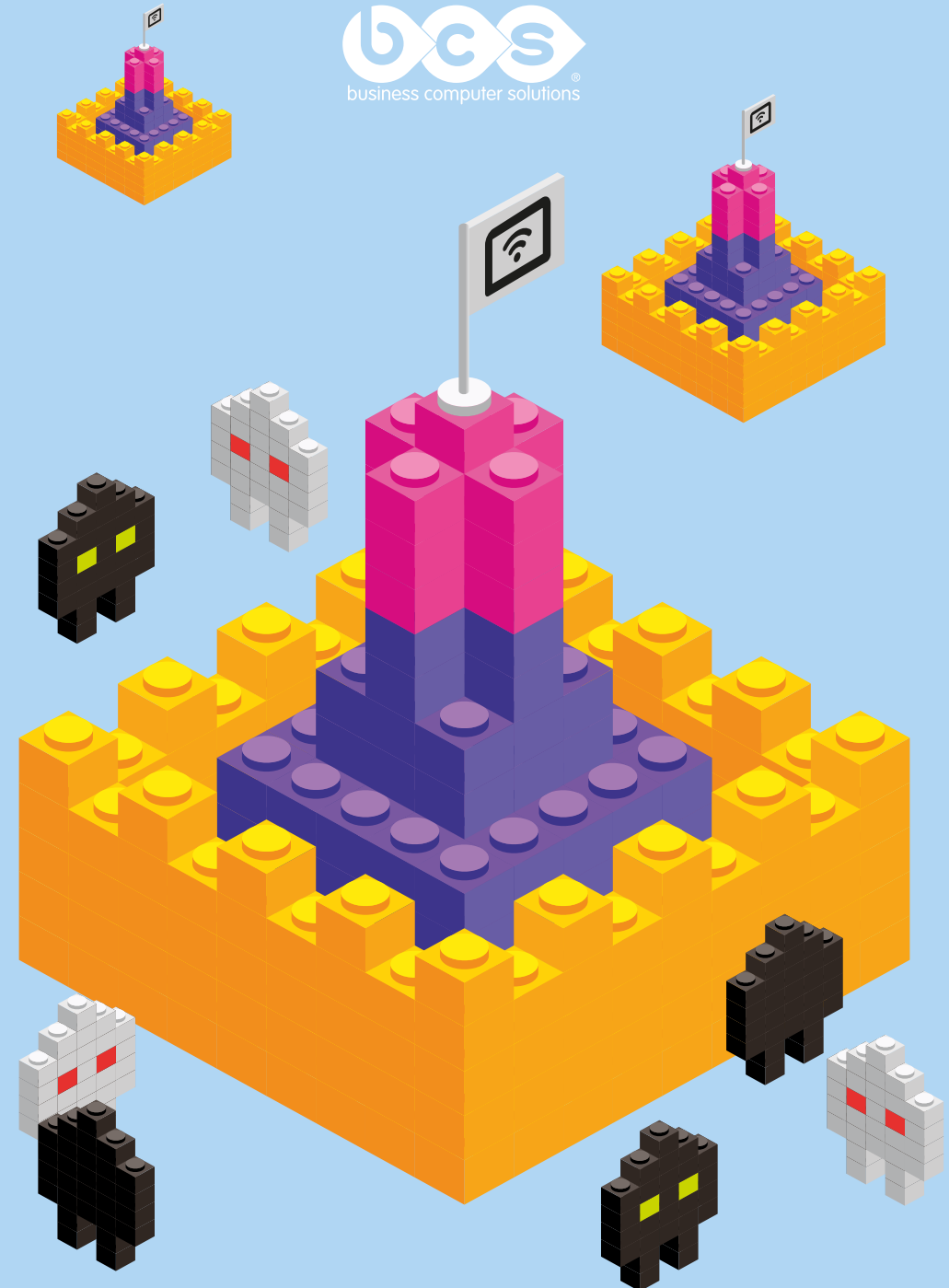
- 1 Email Vigilance
- 2 Anti-virus & Malware
- 3 Multi-factor Authentication

Solid Foundations: Software

- 1 Video Meeting Platform
- 2 Cloud Collaboration
- 3 VoIP

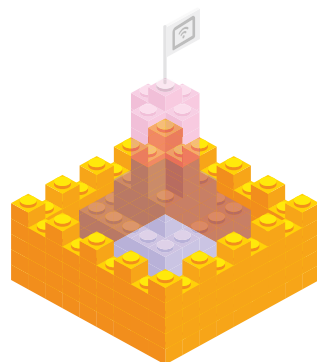
Your Tower: Working Space

- 1 Good Setup
- 2 Headsets
- 3 Monitoring (Time)



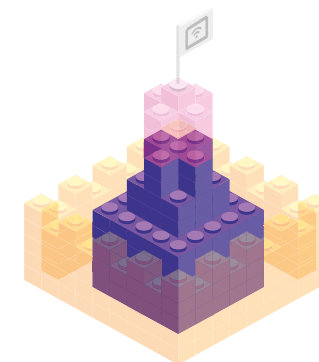
Strong Defences

There is no keep without a castle. In your industry, remote working poses a more severe risk as you're at least 30% more likely to experience a cyber breach compared to the average company. Neglecting cyber security is choosing to gamble with your practice's future and may leave you vulnerable to attacks that will cost you time, money and even valued clients. Security is the first step in the journey, and arguably the most important.



Solid Foundations

In your industry, efficiency and fast-paced communication are essential to your success. Remote teams need tools that empower them to deliver in their jobs, connecting them to their colleagues and the resources they need to provide a premium and personal service to every client. Suites like Microsoft Office 365 offer powerful real-time collaboration tools that make screen-sharing your client's balance sheet a piece of cake.



Email Vigilance

Your team works with sensitive financial data every day, from payroll to personal returns. Opening a malicious email attachment can start an unthinkable chain of events that risks comprising your entire network. Educating your team to spot the signs: flagging unrecognised senders, requests for bank transfers, and urgent action as signs of a potential security risk, will go a long way to keeping your clients' data secure.



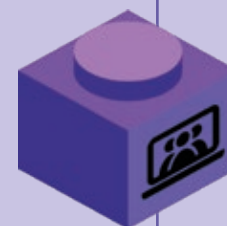
Anti-virus & Malware

Remote working gives rise to new risks, especially if your team are using personal devices. Installing Anti-Virus and Web Content Filtering across your IT Network is key to keeping all your devices healthy and risk-free. If a malicious virus infiltrates your network, you risk compromising sensitive client data and your systems. With the right software in place, you can protect your clients and your reputation.



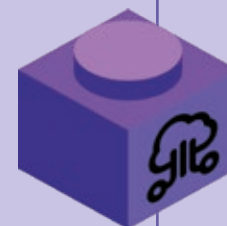
Multi-Factor Authentication

Adding an extra layer of security to your users' login process can help you step up your defences and protect your devices. MFA (Multi-Factor Authentication) requires you to use a prompt on a mobile device, in addition to a password, to elevate your security. This means a stolen password alone won't threaten your entire network, and you have a valuable safety net if your firm becomes a target.



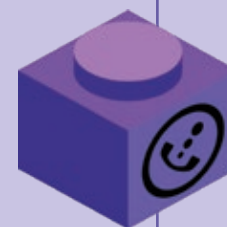
Video Meeting Platform

Effective communication is the foundation of all good client relationships. Platforms such as Microsoft Teams and Zoom allow for brilliant communication even on consumer broadband speeds. They are packed with tools that support sharing and collaboration, allowing you to maintain an authentic client experience virtually, when you can't meet face to face. They are also valuable for scheduling partner meetings and connecting with junior team members who may need mentoring and support.



Cloud Collaboration

Access to a central cloud-based location for Office files and other data can be a great advantage for remote teams. Solutions such as OneDrive and SharePoint allow teams to work on the same file in real-time, safe knowing that all changes are saved in the latest version and everybody can easily access the files and folders they need. In the current climate, cloud tools also provide a fast, convenient and secure means of transferring client documentation, essential for regulated industries like yours.

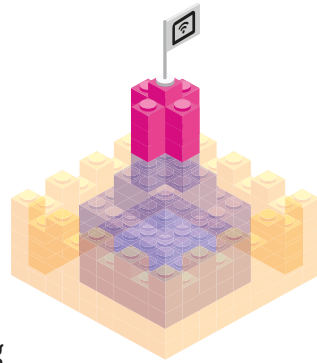


VoIP

Just like your video meeting platform, VoIP is a great tool for not only bringing your internal team together but also maintaining an always-on and consistent service for your clients, wherever your team are based. VoIP runs voice calls over your internet connection. This means you can continue using your existing numbers and setup, with the added benefit of features like call handling and apps available across devices.

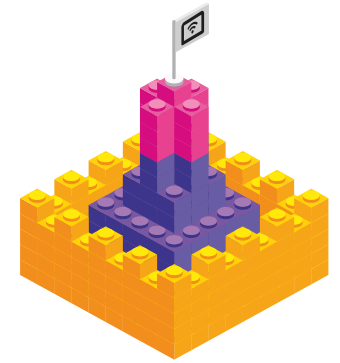
Your Tower

A thriving accountancy firm relies on close communication, fast-paced exchanges and those valuable passing conversations. Recreating this culture in a digital space is a challenge but not impossible. With the right approach, you can galvanise real team spirit, effectively manage remote teams with varying levels of experience and help everyone stay engaged and motivated regardless of their role in the firm. If you look after your staff's mental health and wellbeing they'll deliver more for your business and your clients.



You're Set!

Whatever your remote team setup, putting these fundamental pieces in place will help keep your people secure, productive, comfortable and happy! In this fast-changing landscape, we are always looking for new ways to support and inspire remote teams. You can find useful information, reviews, recommendations and more at bcs365.co.uk/remote-working



Good Setup

The working environment can have a significant impact on happiness and productivity. Help your staff find a solution that works for them. Make sure they're comfortable and have everything needed to work effectively. Screen too small? Keyboard sticking? Issues like these are generally quick fixes that can have a significant impact on efficiency.



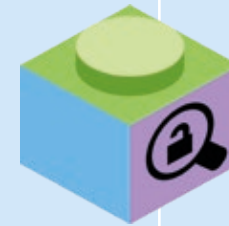
Headsets

A good headset can make or break the quality of your calls. If your clients like to have their accountant on speed dial, clear and crisp audio is essential to delivering premium service. If meetings and calls are part of your day to day while working remotely, a good headset is necessary. Features like noise cancellation go one step further in creating a calm and professional experience.



Monitoring (Time)

Keeping an eye on productivity is essential. Platforms like Office 365 make it easy to analyse and identify areas of improvement. The data tells a story, showing you working patterns, and where time is spent. Are junior employees getting the guidance they need? Perhaps more senior team members are struggling with software where they previously had administrative support? Remote working gives you a unique opportunity to take a meaningful look at your setup and where you can innovate and improve.



BCS Security Audit

Can you confidently say that your business is not at risk? We find that many companies assume they're protected until the unthinkable happens. A BCS security audit is a brilliant way to understand how all the pieces of the puzzle fit together to protect your business. We help you identify the weak spots in your IT environment that could leave you vulnerable to attacks and put your business at risk. We can provide you with an independent, in-depth audit of your IT estate and advise you on where to take action.

To find out more call 0800 6521 365 or email hello@bcs365.co.uk

We Hope That You Found This Guide Useful

Educating and supporting other East Kent businesses, in all things IT, is one of our core values. More handy articles can be found at www.bcs365.co.uk/blog

BCS is a Thanet based, Employee Owned, IT company serving local businesses and organisations. If you'd like to talk to us about anything IT related, drop us an email or pick up the phone, we'll be happy to help.

Best regards

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