

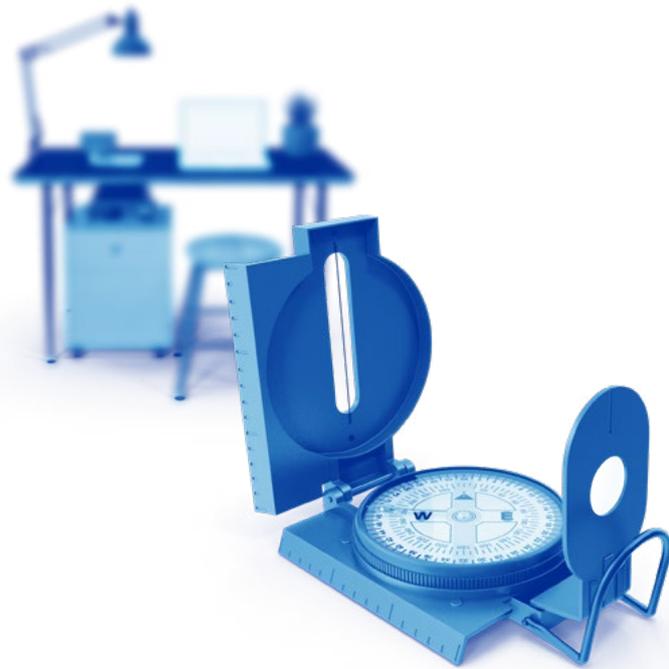
# O<sub>2</sub> business

## How to support working from anywhere



**Take a new way to work: part 2**

# What if we could work where we wanted?



The sudden move to flexible working has given many people the chance to work from home for the first time. It's raised lifestyle questions, as well as questions about ways of working.

Do we have to live close to our place of work?  
Do we need all that office space in one place?  
How is our commuting affecting the environment?



If full time workers worked one day less at the office, each person would travel 1526 miles less and save £449.70 a year.

Flexible and remote working have been hot topics for years. We've had the technology for a long time. The biggest barrier was culture: we've always worked in offices so it must be the best way.

**But not anymore:** for many organisations, lockdown has shown that flexible working is not only possible, it's actually better.

- Workers are happier and more productive
- They are more loyal
- Recruitment is easier with a talent pool unlimited by geography
- Travel costs are dramatically reduced
- Operational costs are reduced, with many organisations reviewing the scale of their real estate commitments



There's a clear financial drive behind home/remote working. There are clear operational and cost benefits.

**IT director for a local authority**

Organisations all over the UK in the private and public sectors are in various states of readiness for a lasting shift in their corporate cultures. In this guide we look at four of the key topics to be considered as you move to a more flexible way of work.

**Work anywhere:** make sure there's reliable connectivity at home as well as at their place of work.

**Recruitment:** hire from anywhere and be sure of secure device management wherever it's needed.

**Always-on security:** keep devices safely updated no matter the physical distance of your team.

**Relocation:** downsizing your real estate.

61% of workers commute daily, spending an average of up to an hour every day going to and from the workplace.

For some organisations, it's just a question of tightening up and building on what is already working well. For others, it's unfamiliar territory that opens all kinds of possibilities. This guide is your starting point for the journey to working anywhere.



45% of companies say lockdown will have a long-term impact on their approach to flexible working

# Work anywhere: the connectivity conundrum



The UK economy could see an additional £14.7 billion in productivity gains for SMEs and a £19.4 billion for large companies through the use of video conferencing and real-time collaboration apps.

**Source: O<sub>2</sub> report, Business Without Boundaries, October 2019**

Everything depends on the network. And that's true in the office, as well as at home. Many organisations struggle with connectivity with their office wifi, while home workers sometimes enjoy better connections because their networks have fewer people connecting.

The goal is secure, reliable connectivity no matter where people are working. 5G has the potential to deliver a workable and reliable solution that will quickly become the standard for wireless infrastructure everywhere – but there are quick wins to be achieved while it's still rolling out.

## The basics

If you're moving to flexible working for the long-term, the first thing is to make sure that everyone has the best possible broadband at home. You might consider offering an incentive or a contribution to encourage people to upgrade their connection.

Our award-winning indoor coverage is a game changer in making sure that your team has superior connectivity for wifi calling. This allows workers to make seamless, uninterrupted voice calls over wifi, wherever they may be in the house – making the switch from office to the home a lot easier to manage.

## The Shared Rural Network

This is a bold initiative in which the UK's four mobile network operators are co-operating to deliver 4G coverage to 92% of the UK landmass by 2026. We have been a champion of this initiative from the beginning and we are continuing to drive it forward. Now that so many organisations have seen the benefits of flexible working there is a new momentum to drive this new era forward.



Between now and 2026 the Shared Rural Network will increase all-operator 4G landmass coverage from 67% to 92%.

**Derek McManus,**  
Chief Operating Officer, O<sub>2</sub>



## The endpoints

If you give people company-owned devices it's worth reviewing your fleet now to make sure everyone has the right tools for the job.

Phones and tablets, especially their screens, are notoriously fragile and can be more expensive and difficult to repair than laptops or PCs. It's worth considering rugged devices for people working in home or on-site environments.

The latest Samsung rugged phones and tablets, such as the XCover Pro or Galaxy Tab Active Pro, provide all the functionality of a standard Android device (as well as some extra features like walkie-talkie functions) in sleek bodies that still provide military-grade protection.

## Securing the connections

Protecting and managing your estate of mobile devices with clear visibility and reliable security is key. Making sure that employee devices have the very latest security built in enables you to manage your remote team with ease and confidence. Plus, additional layers of endpoint management can provide further assurances, wherever your team is based.

Flexible and scalable endpoint management gives you end-to-end visibility no matter where people are working from. Businesses should focus on integrated solutions that simplify management and provide the protection that makes secure, agile working a practical reality.

It also goes a long way to overcoming the biggest threat of all: the users themselves.



The skills gap is the second biggest trend in cybersecurity, after the threat of a data breach.

Source: Telefónica ICT Trends 2020

### Think about:

- Network coverage, wifi and home broadband performance for home workers
- Wifi and mobile network coverage everywhere in the office
- Phones and tablets – are they tough enough to survive the hazards of home and on-site?
- Securing and managing mobile devices for remote workers





# A bigger pool for recruitment

Suddenly, the world is your talent pool. Some companies have actually found themselves having to recruit new people during the pandemic and people have joined without ever going to the office or meeting colleagues in person.

It's partly a generational thing. Millennials take it for granted that they can work flexibly; nearly half say they would change jobs for a more flexible arrangement. On the other hand, some people find the community aspects of office life invaluable.



30% of people admit it's lonely working from home

The way forward looks like a blend of office and remote working, powered by secure, reliable connections and devices.

A more distributed workforce inevitably presents IT management and administration problems. Enrolment, verification, updates and general device care all need to be managed remotely.

This is where integrated endpoint solutions can help. If you can automate many routine processes and ensure compliance remotely, you can avoid the need to involve users.



63% of people would be willing to live up to an hour away from the workplace

## From BYOD to KYOD?

When people are not travelling to the office, BYOD becomes less about bringing your own device and more about keeping your own device safe.

Allowing remote workers – especially new recruits – to use their own devices avoids having to issue company owned phones and tablets during an interim period, or where it's simply easier not to.

New users will need to allow access to their devices so that the necessary apps and management software can be applied. Our Unified Endpoint Management takes care of this with simplified remote enrolment, management and updates pushed straight from the cloud. You can also remotely lock and wipe corporate data, even when a device is lost or stolen.



67% of employees place flexible working within their top five benefits

Many industries are experiencing chronic skills shortages. The pandemic may have demonstrated that eliminating the barrier of distance to recruitment can help organisations find the talent they need, wherever it happens to be.

### Think about:

- Recruiting from a national or even global catchment area
- Maintaining a blend of office and remote working for those who prefer not to work at home
- Adopting or expanding BYOD policies to simplify enrolment of personally-owned devices
- Ensuring security policies protect corporate data on personal devices

# Always-on security

Online security threats are a risk to us all in our day to day and we've become even more reliant on technology for work and for our personal lives. We're more vulnerable to attack, if only because we're spending more time online.

For organisations, the challenge is to extend protection beyond the conventional office firewall and out to individual endpoints.



Business continuity plans will have to be broader in scope in the coming years. They will need to include the impact of major disruption on people.

**Dean Thomson, Head of Digital Cybersecurity, O<sub>2</sub> Business**

Solutions like Samsung's Enterprise Edition device management and security portfolio can help to address challenges such as this by taking away the complex and labour-intensive aspects of remote management and protection.

The Samsung Knox Suite, for example, can provide protection straight out of the box. Resolutions such as this mean that devices can be deployed remotely in minutes and with all the necessary branding, settings and apps. A base KNOX build is included as standard in Samsung Enterprise devices.



Insider threats have increased 47% since 2018

**Source: Ponemon Institute 2020 Cost of Insider Threats**

Devices are getting better and better at defending themselves, but the challenge is always to outstrip the possibility of an attack. Workplace infrastructure, home networks and endpoints all have to be reviewed as the move towards 'working anywhere' gains momentum and becomes permanent.



There was a 350% rise in phishing websites between January and March 2020, with 300,000 suspicious COVID-19 sites created in March.

**Source: Google/RiskIQ, quoted in PC Magazine**

## Think about:

- Educating and reminding your people about the risks and their responsibilities
- Keeping everything up to date and upgrading where necessary to ensure the latest protection is in place
- Getting your incident response plan up to date to reflect a more distributed and connected workforce
- Working with providers who have security and management built-in to the core of their solutions

# Relocation, relocation, relocation

It's too early to say how the UK's working life will look when the main impact of COVID-19 has passed.

But it's already clear that a great many organisations of every size are considering a permanent move to a much more flexible approach.

Solutions such as Microsoft Teams have bridged many of the gaps during the pandemic but for some people there is no substitute for the bustle of the office. Our research suggests that two days a week working from home seems to be a good balance.



26% of workers miss socialising informally with colleagues

## Real savings on real estate

Rent, heat and light are among the biggest costs for most organisations. If a substantial proportion of your workforce no longer needs a permanent desk in the office, then it's worth reviewing your property commitments.

It's also worth considering how practical your existing space really is. In many organisations, meeting space is at a premium and often people choose to engage in work offsite.

The office of the future might prove to be a place with plenty of meeting space and a few secluded hot desks for people who need to focus.

The savings you can make on fixed and operating costs can be redirected to improving and securing your infrastructure, ensuring everyone, everywhere has the technology they need.



For many industries, gone are the days when work was a place you go. Now it is a thing you do – wherever, whenever and however you want.

**Jo Bertram, Managing Director, Business, O<sub>2</sub>**

### Think about

- Finding the right blend of remote and office working
- Reorganising your space to reflect a more flexible approach
- Downsizing and reinvesting in infrastructure to support remote working
- Using technology such as Microsoft Teams to enable collaboration no matter where people work



50 of the biggest UK employers questioned by the BBC said they have no plans to return all staff to the office full-time in the near future.

**Source: BBC News**

# So, how do we move forward?

This is not just about work. We're talking about a flexible future for life.

Nearly half of the people interviewed for our research into flexible working say they would prefer not to be tied to a particular area by their commute to work. They want to choose where they live and then work where they like.

There are concerns about the impact on the commercial areas of cities if fewer people are commuting to them every day. But these can be balanced by the benefits to local communities, with more people to support the shops, cafés and pubs near where they live.

And then there are the environmental benefits. With less commuting and less business travel, the impact of the way we work on the climate will be significantly reduced. This is another critical factor for employers worrying about recruitment; younger people coming into the workforce expect their employers to be socially and environmentally responsible.

No matter how you choose to approach the new world of work, our award-winning network and services, combined with rugged, secure Samsung devices, can give you the flexibility and control you need. Together, we back our customers with expertise that makes sure they get the right technology and support for their way of working.

The big question is, if we had had the secure and reliable technologies we have now to help us work together, would we ever have adopted a way of life that drags millions of people across long commutes to get to work every day?

Whatever the answer, the future looks like a blend of remote and office working that delivers happier employees, higher productivity and great customer experiences. And that's an outcome that makes perfect business sense.

So, what's next? Read our third guide on 'How to make the office more productive' and realise the potential of truly flexible working both in the office and at home or call us on 0800 955 5590.

For full details of all data sources, see "The Flexible Future of Work" report published by O<sub>2</sub>, based on research by ICM Unlimited.

\* <https://uk.pcmag.com/antispam/125444/phishing-attacks-increase-350-percent-amid-covid-19-quarantine>