What can you do better with remote access?

01 Provide more effective departmental training

02 Increase the productivity of your Sales team

03 Recruit the best talent and improve diversity

04 Empower your team

05 Provide more efficient tech support

06 Save more money
Remote access software, also known as ‘screen sharing’, lets you connect to computers anywhere in the world and take control as though sitting in front of them. Screen sharing technology is traditionally perceived as software for the IT helpdesk, and while this is still a high-value application, remote access is increasingly recognized for its wider business benefits.

As a result, remote access software is no longer just a tactical IT tool, but rather a strategic investment that can be deployed across an entire organization to support multiple use cases. The wider adoption of screen sharing software is helping businesses enable progressive practices such as remote working, remote training, collaboration and BYOD (Bring Your Own Device).

In this eBook, we’ll provide examples of department-specific use cases, from HR to Sales, to help you take full advantage of remote access technology and improve the performance of your business.
Investing in good employee training is at the core of an organization’s success. Revenue generation and business growth depend on the growth of the personnel that keep the company running, and on their ability to learn and retain new skills and develop professionally.

Effective staff training not only allows employees to broaden their knowledge, but it also leads to higher engagement and productivity. The result of this is happier, better performing employees who are more likely to stick around long term. When it comes to training your workforce, technology such as online resources and remote access software has enabled a degree of flexibility never seen before.

- 94% of employees would stay at a company longer if it invested in career development
- Replacing middle-management employees costs 20% of their annual pay
- Companies that spend above 3 days on training are twice as likely to report a high level of employee satisfaction

Despite the significant benefits of employee training programs, some employers are discouraged by challenging aspects of staff training, such as the cost of coaching sessions or time taken away from regular work.

In addition to these traditional challenges, there are the hurdles associated with remote working. Telecommuting has become a business reality for many companies that have adopted flexible working policies as a means to increase their talent pool, cut real estate and overhead costs, and boost employees’ morale.

While these programs offer many benefits to both staff and organizations, they can make training a remote workforce more challenging, as employers face the prospect of coaching staff members who no longer visit the corporate office where sessions are delivered.

Technology and remote access-driven training removes the geographical barriers that used to make it impossible to deliver training sessions away from a training location. For example, web-based learning allows employees to access training resources on laptops, tablets, and other mobile devices from anywhere in the world, so long as they have an internet connection.

Remote access software is an incredibly useful tool when it comes to training a mobile workforce. With remote access, instructors can coach employees at any time by sharing their screen with trainees, interacting with them throughout the session and guiding them through the exercises as needed.
If you work for a company that develops and sells software products, you can use remote access technology to invite your customers to access your training center, providing real-time distance learning.

Remote access enables organizations that would typically deliver training sessions at their customers’ premises to offer remote training services instead, with the added benefit that the lower costs of hosting sessions remotely can translate to a cheaper bill for the customer.

Similarly, your Sales team can use screen sharing technology to remotely access demonstration environments for prospects, drastically reducing travel costs associated with visiting customers or potential buyers and the long hours spent on the road.

When travel is necessary, remote access can once again be a useful resource to allow your travelling team members to stay connected regardless of their physical location, especially if supported by a company-wide BYOD policy enabled by remote access.

As the name suggests, the practice of BYOD allows employees organisation to use their own devices, computers and smartphones or other devices in a work environment, in or outside the office.

The ability to stay connected on the road with BYOD can have a significant impact on the productivity of mobile employees, who work on average an extra two hours, and send 20 additional emails every day, compared to non-connected colleagues.

“...the lower costs of hosting sessions remotely can translate to a cheaper bill for the customer...”
Recruiting and retaining the best talent

Hiring talented employees isn’t easy, but it becomes particularly difficult when you’re limited by geographical boundaries. A flexible working policy enabled by remote access can prevent this hurdle getting in the way of recruiting the best possible talent.

A remote working policy will widen your talent pool not just because it allows your recruiters to look beyond commuting distance, but also because it will make you more attractive in the eyes of top candidates, who are likely to have flexibility and a good work/life balance at the top of their wishlist.

This is particularly important for millennials, who perceive strict adherence to a traditional 9-5 office-bound working schedule as an outdated practice, and also for parents and caregivers who need to juggle their job with family commitments and other responsibilities.

- 73% of employees have started telecommuting over the last 4 years
- 55% of telecommuters only want to work remotely
- 11% of millennials prioritize flexibility (ie. remote working and flexible hours) over everything

The last decade has seen a significant increase in telecommuting. Research suggests that, among the current mobile workforce, three quarters of employees have started working remotely in the last four years, and over half of telecommuters say they don’t just work from home occasionally but that they do so full time.

This means that if you are not allowing your employees to work remotely and offering candidates telecommuting benefits, your competitors with these options are likely making themselves more attractive and increasing their chances of being successful.

At the same time, a remote working policy can boost your employee retention strategy. In the past, high performing employees who decided to move away from the local area were almost inevitably lost to a company because of the impracticality of commuting long distances.

With a remote access solution and a telecommuting policy, you can decide to offer high performing staff who want to relocate the option to stay with the company and work from home.
Recruit the best talent and improve diversity

Supporting diversity

Diversity is an important consideration when it comes to hiring and retaining employees, as racial- and gender-diverse companies are proven to outperform and do better financially than non-diverse ones.

The inclusion of diversity is an additional factor that drives employee acquisition and retention – to put it simply, diversity makes it easier to hire and keep people because it makes the organization a better, more productive and more engaging place.

Embracing and supporting diversity as a business makes sense from an ethical standpoint, but also financially, and if your company is looking to employ a more diverse workforce, a remote working policy will make it much easier.

- One in five (20%) US enterprises still don’t offer employees official remote working opportunities

- Nearly nine in ten organizations (87%) surveyed agreed that remote working would enable them to attract more diverse candidates

- 36% of companies without official remote working opportunities say this is due to company policies restricting the practice

But supporting diversity does not just mean creating a work environment that is inclusive and celebrates differences; it also means acknowledging that each employee is an individual with unique strengths and needs, and that a one-size-fits-all approach is unlikely to work.

Remote access technology can do more than just help your company hire and retain employees from under-represented groups; it can give your employees the options and tools they need to create a work environment that will allow them to thrive in your organization, bringing you their very best.
The nature of work is changing, and not just in terms of location. As the workforce becomes more generationally diverse, employees’ needs shift accordingly, requiring new methods of collaboration and updated working policies. Telecommuting and increased personal mobility are trends that have prompted the development of a wide range of tools and platforms devoted to improving collaboration, task management and productivity for the mobile workforce.

As more workers are opting for flexible working arrangements, fixed office space is less and less the norm. Over the last few years, teleconferencing platforms, collaboration tools and remote access solutions have been instrumental in enabling communication within remote teams, and between employees working in different locations.

As the leader of a team, you are responsible for managing a group of employees with different inclinations and needs. Some team members will naturally thrive when given the opportunity to work from home, while others might feel isolated and unmotivated if they are required to do so.

It’s worth noting that while remote working is generally considered a perk, it isn’t a privilege that suits everyone, or that some people want; some prefer to be with their team, or rely on being able to drop by their bosses’ desk for a quick conversation or word of advice. Office workers and remote workers can be outstanding employees – they just need to be empowered and provided with the right opportunities to thrive.

Offering employees remote access privileges communicates to them that you trust them to be capable of maintaining high levels of performance without direct supervision, and that they are empowered to set a schedule that accommodates their individual needs.

A secure remote access solution will allow your telecommuting employees to remote into their work computer and safely access your company data, so they can perform their duties as if they were in the building. While some employees may decide that telecommuting is not for them, they will be grateful for the opportunity and for being provided with the tools to do so, and happy to know that the option is there if circumstances change.

In return, your team will reward you with higher levels of productivity and job satisfaction.
IT support continues to be an important use case for remote access software. Screen sharing solutions allow support agents to connect to different computers or devices whenever needed and from anywhere. This way, technicians can solve issues remotely and quickly, without having to travel.

This has two significant, measurable benefits: it enables IT staff to support more people than they would if they had to travel, and it cuts the costs associated with commuting between locations.

At the same time, performing remote support sessions has a positive impact on customer satisfaction and customer retention. By using a remote access tool to ‘remote in’ to a customer’s device and see what is happening on their screen in real time, the IT technician can create an interactive, high quality experience for the end user.

It also means that customers can observe how the IT technician fixes the problem. If the software includes a text-based chat feature, customers can interact with the technician dynamically.

Learning from the support agent will help the end user resolve future issues autonomously. Over time, a higher degree of engagement leads to fewer support tickets and a reduction in support costs, creating happier, more loyal customers.

“...performing remote support sessions has a positive impact on customer satisfaction and customer retention...”
While you may have originally required a remote access solution to solve a very specific challenge, there are many ways this technology can help your company cut costs while increasing business productivity. Each of the use cases we have discussed in this eBook provides a significant financial benefit to your business.

**Lower travel costs (and travel time!)**

Are you often sending out your IT Support team to visit customers in need of assistance? Is your Sales team frequently visiting customers and prospects? Having staff on the road is expensive and time consuming, and the resources devoted to supporting travelling employees are a serious concern, especially for small and medium businesses (SMEs).

A remote access strategy allows staff members to perform many of their duties remotely, such as IT support, maintenance and remote training. When travel is necessary, screen sharing is a helpful tool that allows off-site employees to stay connected regardless of where they are, minimizing disruptions and improving team efficiency.

**Reduced customer churn**

Cutting travel time does not only mean your employees will spend less time away from their desks, but also that your customers will not need to wait as long to receive the support they need. A shorter response time combined with a high quality, remote support experience will translate to higher customer satisfaction and, as a result, to less churn.

While we could say that happy customers are priceless, this is not really true. Did you know that finding new customers is five times more expensive than retaining existing customers?

“...a remote support experience translates to higher customer satisfaction and, as a result, to less churn...”
Lower recruitment and training expenses

Remote access software is a key tool enabling the adoption of flexible working policies, which have an overwhelmingly positive impact on both employee retention and talent recruitment. As millennials currently make up around 50% of the workforce, expectations are shifting away from the traditional 9-5 schedule, making employers who don’t offer flexible working options significantly less competitive.

A higher employee retention rate drastically reduces the costs associated with recruiting and bringing up to speed new staff, including recruitment fees, advertising costs, onboarding and training, lost engagement and decrease in productivity, and the time invested in the hiring process.

As some of these costs can be difficult to track, especially when it comes to measuring productivity levels and the cultural impact of seeing employees leaving, the financial impact of staff turnover tends to be underestimated.

Lower operating costs

It’s been estimated that with a BYOD policy allowing employees to use their own devices to access IT resources and company data, organizations can support 170% more devices from the same budget.

Additionally, maintaining a remote workforce is generally cheaper than supporting an office-based one, since one of the largest operating costs for a company is typically the rental of office space. With employees telecommuting regularly, you can reduce budget-breaking costs; if fewer workers are in an office at a time it becomes possible to rent smaller (and cheaper) premises that require less furniture and fewer office supplies.

With remote access software, renting a co-working space also becomes a viable option. This solution can solve major business problems, especially for organizations that are in the process of scaling up or down.

“...maintaining a remote workforce is generally cheaper than supporting an office-based workforce...”
We have seen how a remote access strategy can bring multiple business benefits to an organization and improve the efficiency and productivity of key business departments. The company-wide deployment of a reputable and high quality remote access solution can benefit your business in the following ways:

**Provide more effective departmental training**

Having a staff training program is essential to maintain high levels of employee retention and productivity, but some employers find it too costly and time consuming. Screen sharing software allows trainers to host sessions remotely, helping companies deliver effective and economical employee training.

**Increase the productivity of your Sales team**

With remote access software, your Sales team can access demonstration environments remotely, and stay connected while on the road.

**Recruit the best talent and improve diversity**

Remote access technology can play a critical role in enabling flexible working. By allowing employees to telecommute, companies can attract worldwide talent, reduce staff turnover and support the needs of a diverse workforce.

**Empower your team**

Each employee has their own unique needs, strengths and weaknesses. Flexible working options enabled by remote access and collaboration technologies make it possible to offer your staff the options they need to thrive and produce their best work.

**Provide more efficient tech support**

With screen sharing software, IT technicians can ‘remote in’ to their customers’ devices, providing quick and interactive tech support from anywhere. Incorporating screen sharing technology in the IT help desk strategy empowers customers, who can observe and learn from the technician how to deal with common technical issues, improving the quality of the user experience and boosting first-call resolution rates.

**Save more money**

There are many ways remote access technology can help your company cut costs and increase business productivity, from reducing the time your staff spends on the road to lowering real estate and operating costs.

Learn more about how VNC Connect supports a company-wide remote access strategy at [www.realvnc.com](http://www.realvnc.com).
Every day, millions of people around the world use VNC® Connect to improve the efficiency of their businesses, connecting people and devices wherever they are.

From the original developers of VNC® remote access technology, VNC® Connect is flexible, secure and easy to deploy for all your remote access needs.