Microsoft

Six types of remote workers and how to support them

Build the right IT infrastructure to enhance your modern-day workforce





Introduction

It's always been true that a great team is what makes your company successful, but how a team operates and where it operates from has changed over the years.

Gallup found that in 2016, 43 percent of employees worked remotely at least some of the time.[1] Being able to accommodate both workers who are out of range and those who are always on the go will help improve your company's productivity and quality of work.

How do you know you're making the best use of technology to keep your employees and business as efficient as possible?

In this e-book, we'll explore the six types of remote workers who impact your team, evaluate their technical needs, and assess how Office 365 Business Premium can help you enhance and simplify their remote work styles across all their devices, bringing new levels of productivity to your business.

"I have four employees in Nashville and a team of developers in China. Even here in our Bellevue, Washington, headquarters, half of my staff members don't come to the office—they work together from wherever they are."

—Aaron Linne, CEO, Lineage Media and Solutions



Key remote worker challenges

Although there are many types of remote workers, recognizing their common issues is key to making your remote workforce successful.



Access

Cloud storage makes it possible for any team member to access the information they need, no matter where they are.

Connectivity

The ability to communicate with coworkers and receive seamless updates online significantly improves a remote team member's workflow.

Flexibility

In today's world, the ability to use a preferred device means greater productivity, especially for employees in transit.

Built-in security

Keep work secure by providing your remote team with the safest tools and setting best practices for file access and sharing.

Meet the six types of remote workers



The night owl

Most productive after office hours, but still needs network access.

Key tools:

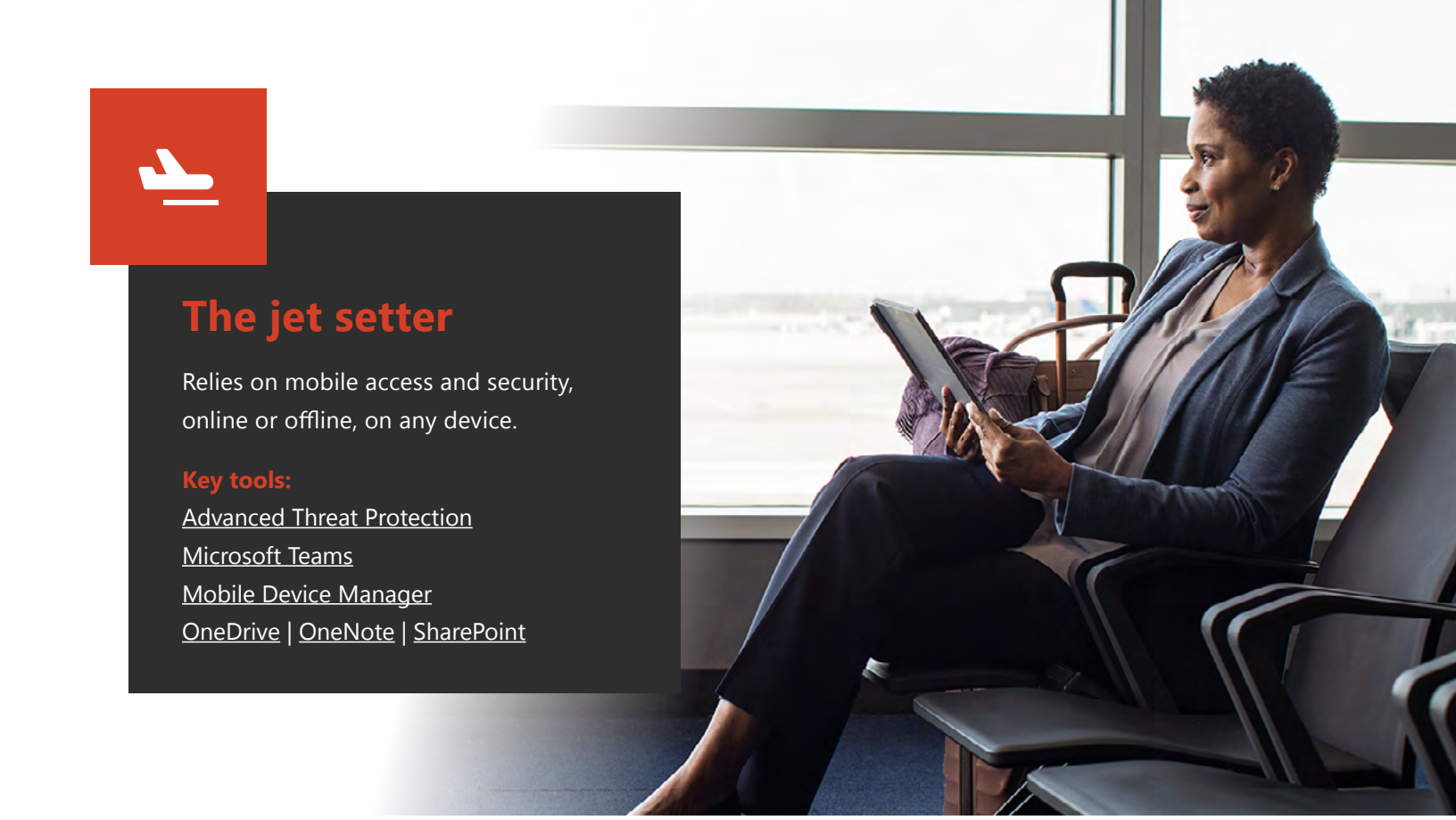
Microsoft Teams

OneDrive

SharePoint

With hours of meetings and other distractions, the workplace is sometimes the last place where you can actually get work done. That's why night owls crave long stretches of uninterrupted time in the evenings to do their best work.

- **Microsoft Teams** helps night owls maintain crucial contact with coworkers during business hours and beyond, since working out of sight can potentially put them out of mind.
- **SharePoint** and **OneDrive**, seamlessly integrated across the whole Office 365 suite, give night owls all-hours access to the files and data necessary to get the job done.



The jet setter

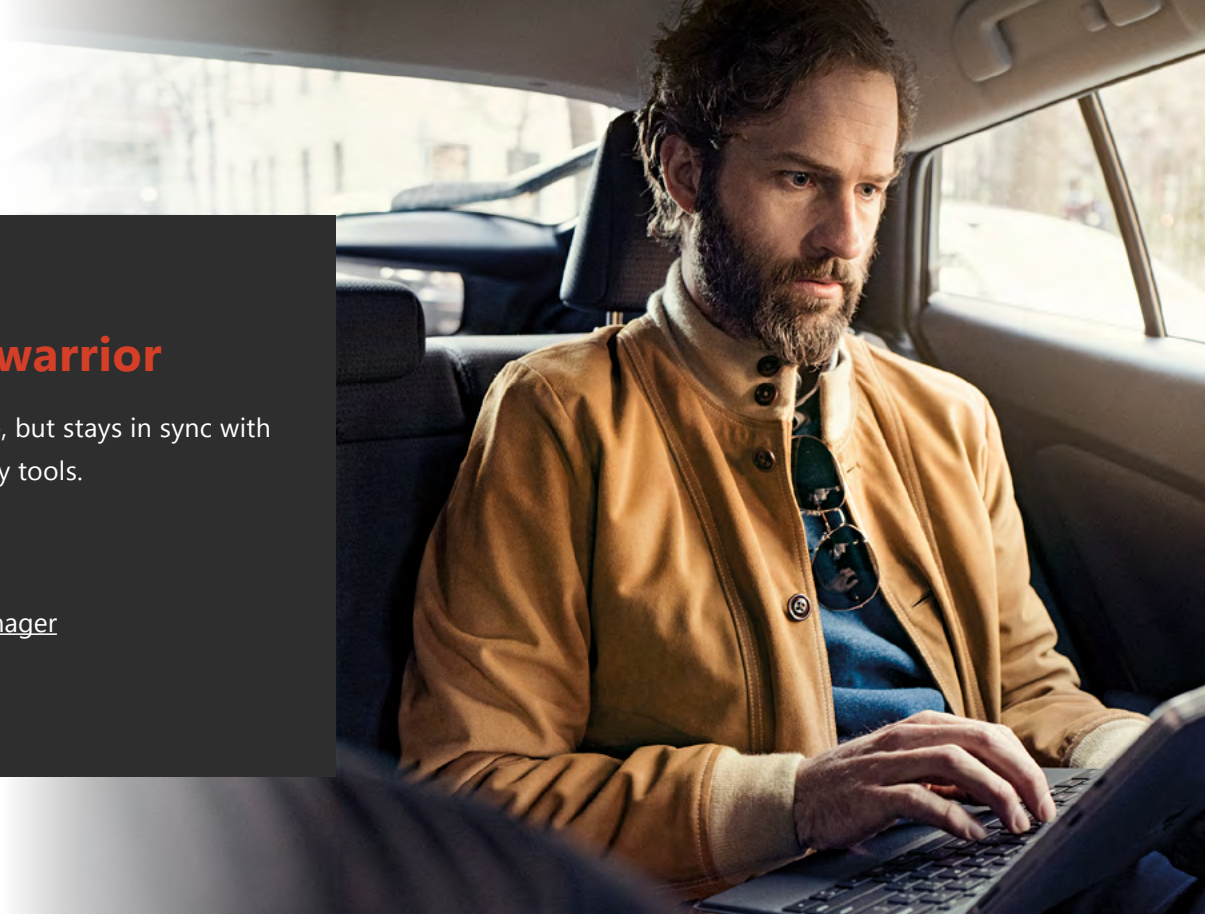
Relies on mobile access and security, online or offline, on any device.

Key tools:

Advanced Threat Protection
Microsoft Teams
Mobile Device Manager
OneDrive | OneNote | SharePoint

Imagine you have a presentation in the morning, but you're in an airport with weak Wi-Fi and a dead laptop battery. Welcome to the life of the jet setter. The best tools for jet setters are those that enable accessibility and security as these workers hop from one city to the next.

- **SharePoint**, along with the entire Office 365 suite, works across any device, so jet setters can use a tablet or phone to access the documents they need if their laptops are out of juice.
- **OneDrive** enables them to work on files offline if the Wi-Fi is spotty. Changes will automatically sync once they're back online.
- **Microsoft Teams** lets them view notifications and conversation tags on mobile devices, and even join a meeting in high definition to view presentations with animations the same way they would on a desktop.



The road warrior

Often out of range, but stays in sync with mobile productivity tools.

Key tools:

Microsoft Teams
Mobile Device Manager
OneDrive
OneNote

For salespeople and marketers who are constantly on the road, there are often limited times and places to access the internet. When they do get back online, these road warriors need to be able to sync with their teams and company database.

- **Microsoft Teams** offers road warriors the flexibility to use any mobile device to get updates quickly in their spare seconds between meetings and conference with their team in real time.
- **OneNote** lets them review and add notes to files on the fly and share from their mobile devices.
- **OneDrive** works even when road warriors are out of range. Productivity doesn't have to stop when they're offline—they can share files once they reconnect, keeping the team and work moving, just like them.



The commuter

Always connected, whether on the way to work or working from home.

Key tools:

Advanced Threat Protection
Microsoft Teams
Mobile Device Manager
OneDrive
SharePoint

Commuters are usually partially remote, living just far enough from the office for the drive in to be a challenge and opting to work from home a few days each week or month.

Whether at home, on a bus, or picking up the kids from soccer practice, commuters can use Office 365 to securely access files and communicate with everyone at the office as though they were in the same room.

- **Microsoft Teams** enables commuters and their colleagues to touch base, message a quick question, or video call for a conference.
- **SharePoint** ensures commuters have access to the latest company files.
- **OneDrive** gives commuters the power to coauthor in real time with team members anywhere, anytime—across all devices.



The migrator

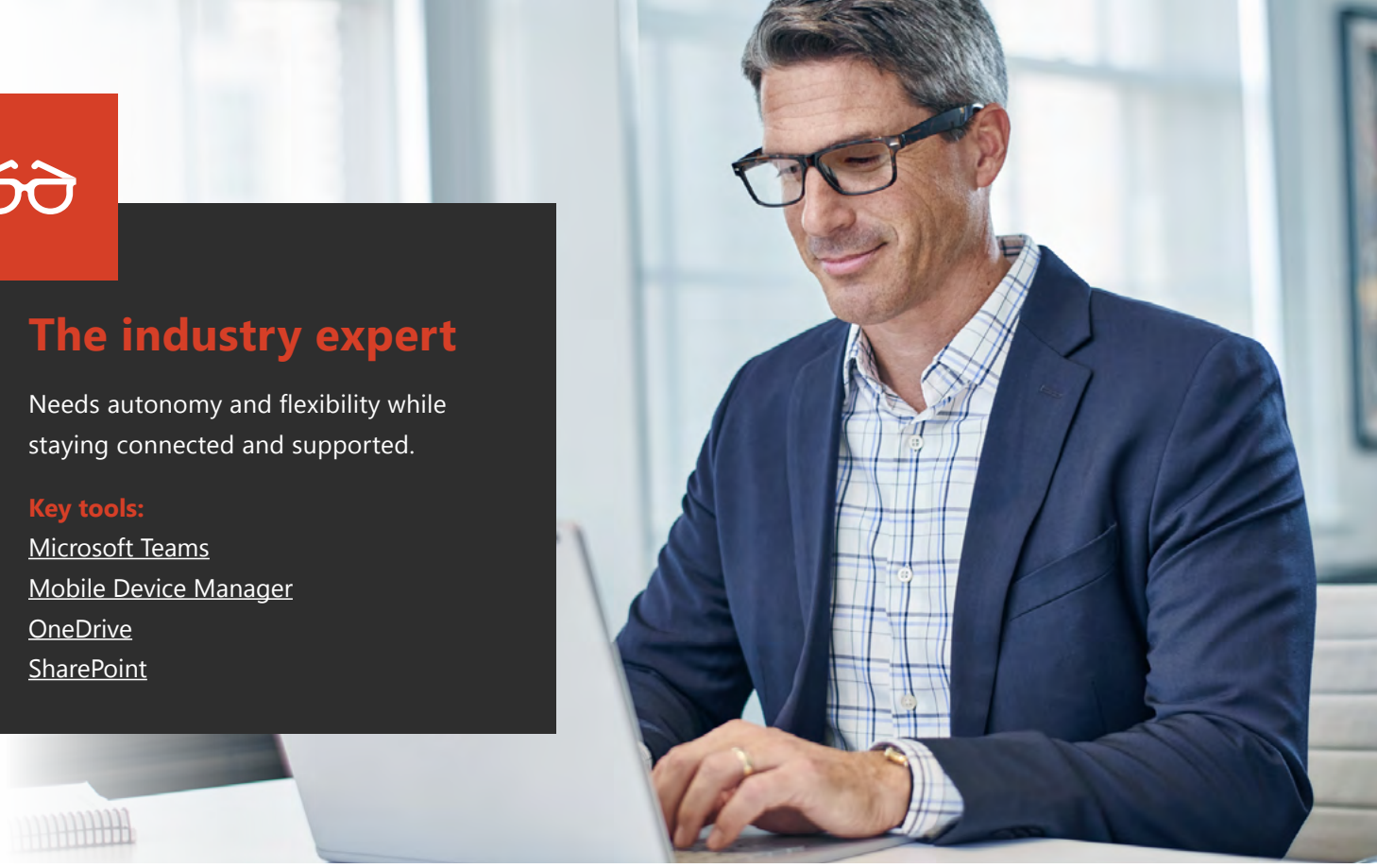
Borders aren't barriers to instant communication and collaboration.

Key tools:

Microsoft Teams
Mobile Device Manager
OneDrive
SharePoint

If your lead strategist who works on your biggest account lives in a different country, how do you overcome access and communication problems that can lead to unnecessary and unproductive downtime?

- **OneDrive** and **SharePoint** enable migrators in different time zones—or even on other continents—to coordinate with company headquarters and get server access anytime, anywhere.
- **Microsoft Teams** provides instant communication and collaboration to make migrators feel like they're always part of the team.
- **Mobile Device Manager** gives your IT team the power to remotely wipe devices with just one click if your migrators move on or misplace a piece of equipment.



The industry expert

Needs autonomy and flexibility while staying connected and supported.

Key tools:

Microsoft Teams
Mobile Device Manager
OneDrive
SharePoint

Even remotely hired industry experts don't want to be left to fend for themselves. So why let things like time zones get in the way of their valuable expertise?

- **SharePoint** enables your company to share only the files, data, and apps necessary for experts to do their jobs while keeping your sensitive data under wraps.
- **OneDrive** enables experts to feel in control and connected—never micromanaged—allowing them to share and collaborate with team members on their own time.
- **Microsoft Teams** lets you chat, call, or conference with your experts. Co-creation and editing capabilities power ideation—with the option to jump into a chat or meeting to ensure alignment.
- **Mobile Device Manager** takes care of removing remote experts' access to company and confidential information across all their devices when the working relationship comes to a close.

How we work has changed

Learn how Office 365 can propel your business to new levels of productivity.

Find out how to mobilize your business today

Get the full crash course in Office 365

Get started with a free trial of Office 365

1. Jena McGregor, "Want to Work from Home More Often? New Data from Gallup Could Help Convince Your Boss," *Washington Post*, February 16, 2017, https://www.washingtonpost.com/news/on-leadership/wp/2017/02/16/want-to-work-from-home-more-often-new-data-from-gallup-could-help-convince-your-boss/?utm_term=.e2866c08d329