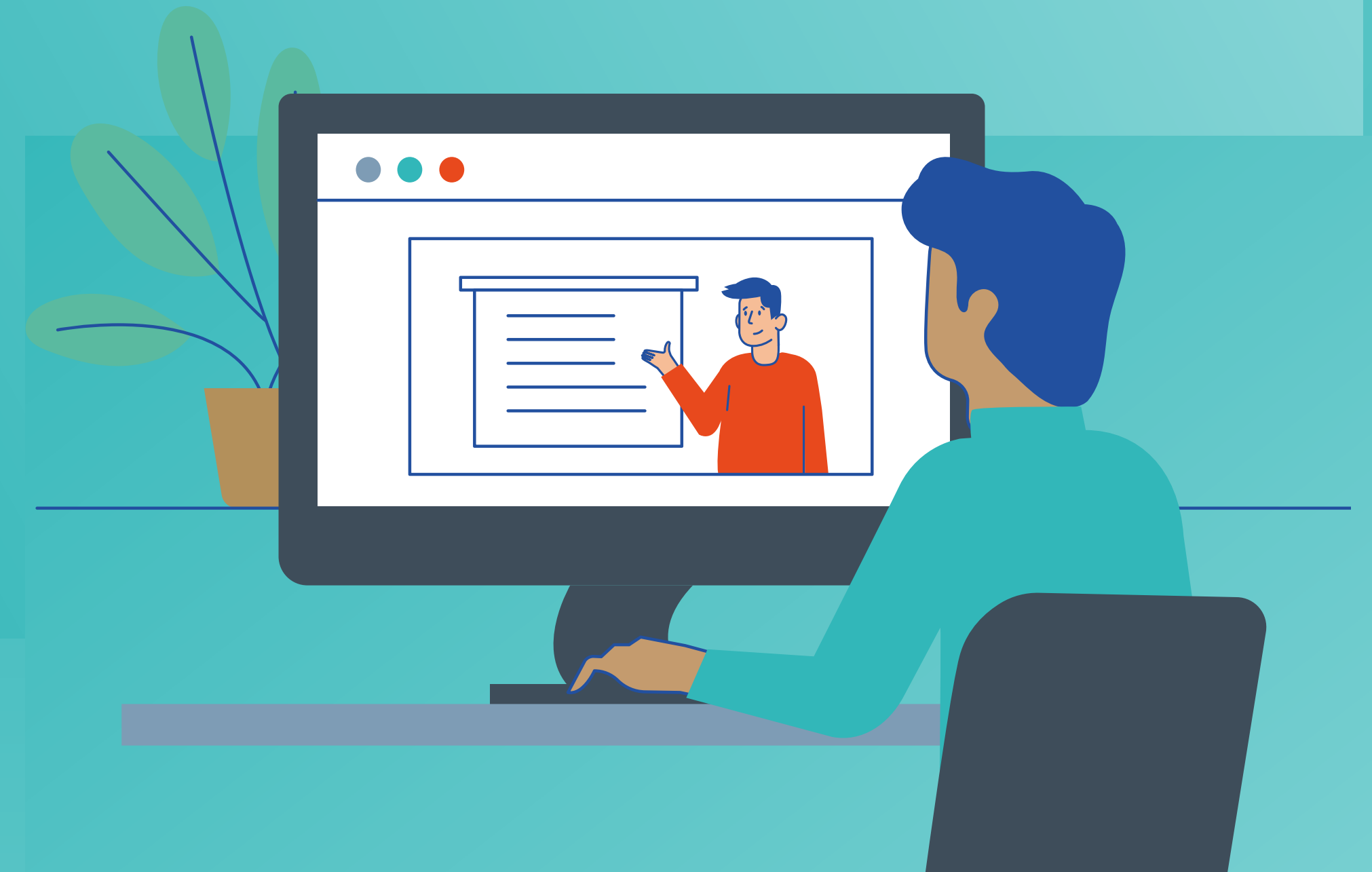
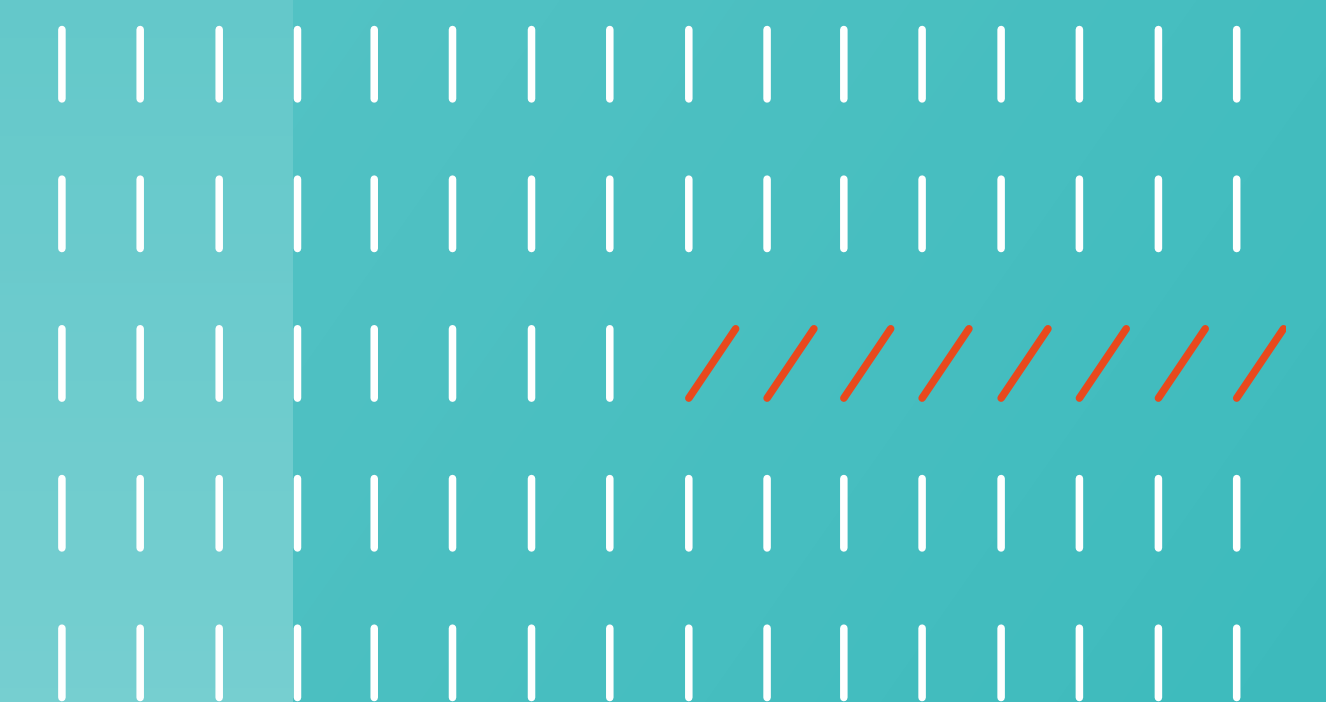


M I R U S



# Successful Remote Working

## Staying Practical and Protected





# Successful Remote Working

## Why Go Remote?

Thanks to cloud computing and data networks, the day-to-day work of you and your users is no longer restricted to the office. With Remote Working, users can perform from anywhere with a secure internet connection and a mobile device.

As well as freeing their work from the limitations of time and location, many employers discover increased employee activity when Remote Working\*; as many as 39% are willing to put in extra hours thanks to the healthier work and life balance.

Yet it's not only employees who benefit from Remote Working. Customers also want immediacy and flexibility, and with your workers active from a wider range of times and locations, they're better suited to provide the service your clients demand.

### Staying Practical and Protected

The transformative nature of Remote Working requires a new approach to cyber security. Getting this right will help keep your remote workers practical and, most importantly, protected.

In this eBook, we'll outline the sensible solutions to remote working, and provide you with the knowledge to help you raise your company efficiency – without compromising security.

\*(Financial Times – <https://www.ft.com/content/1c3e8d8a-6a70-11e8-aee1-39f3459514fd>)



# Keeping Consistent

With the wealth of Internet-enabled devices available, it might seem most efficient to have your employees use their own devices when away from their office computers.

It's not.

**Most home and public wireless connections are considerably weaker than your office's firewalls, and any device or connection not up to your business's secure standard presents a significant security risk.**

For the purposes of remote working, you'll want to standardise your devices across your workforce.

To do this you might need to ensure that your employees share the same hardware, software and operating systems, each connected to your office's secure network. These connectivity rules apply to your office-based employees too – they'll still need to share and collaborate on documents with your remote workers, which means they'll need the same level of protection.

Standardising your software across the board will also eliminate issues with compatibility. A colleague using a Mac, for instance, might not be working to the same standards or formats as a Windows user. In some instances, they may not even be able to open your company's shared documents.

Naturally, the growth of remote working and cloud services means most modern software has adapted to these demands, with applications specifically tailored to the needs of the modern business. Arguably the industry standard for most enterprises, Office 365 comes highly recommended as a secure and all-encompassing option.

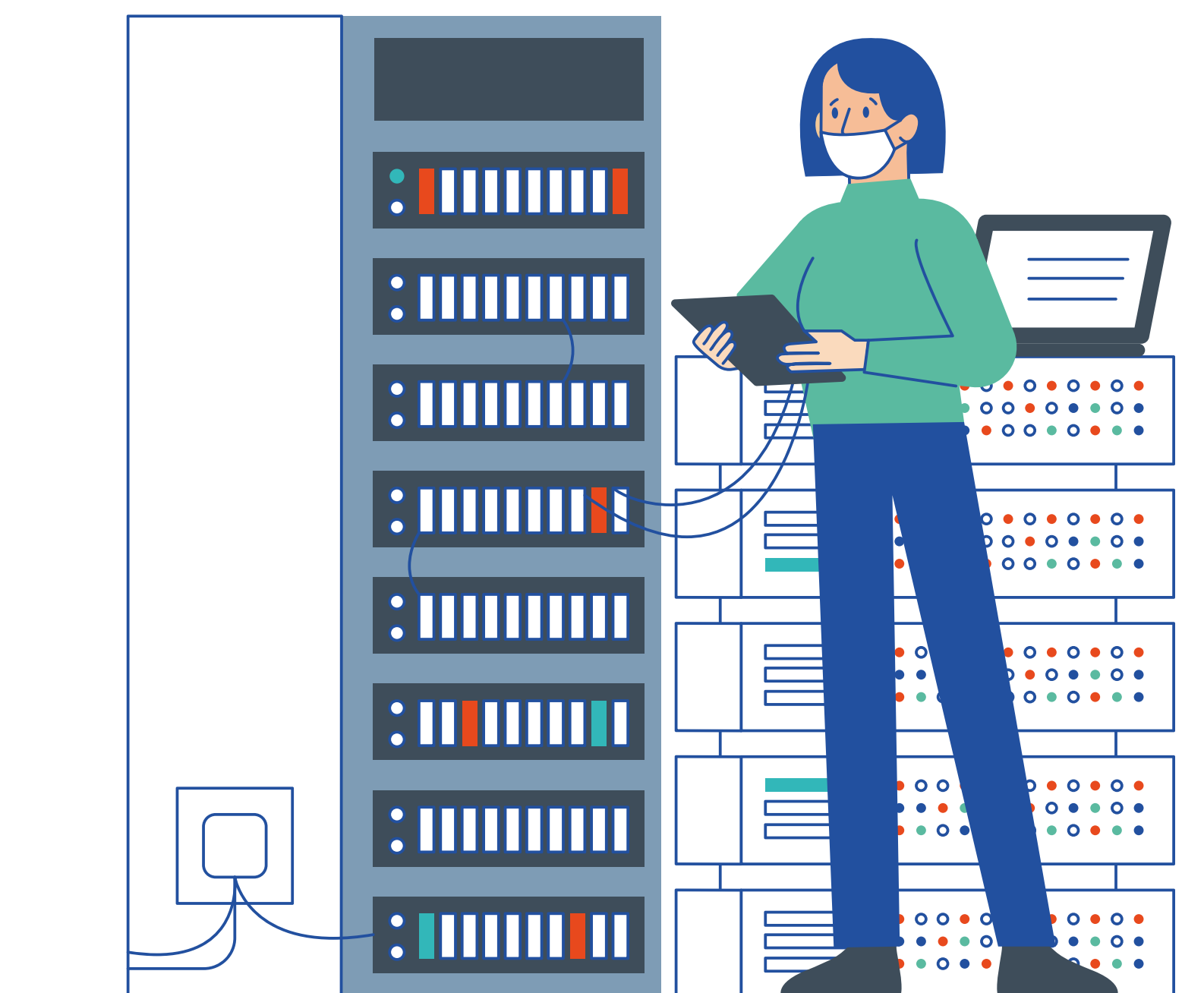
# Available Cloud Solutions include:

**Microsoft 365** – first introduced as Office 365 – is Microsoft's renowned suite of office applications, suitable for both home and business use. It offers functions for word-processing, designing presentations, data collation and conferencing – among other offerings.

Containing such mainstays as Word, Excel and PowerPoint, Office 365 also incorporates Cloud services and email, so its accessibility isn't limited by location. Documents are saved to online storage, while browser-based versions of your Microsoft 365 apps are available from within most supported web browsers – no need for any software installations. With Apple Mac compatibility, these features are also readily available for non-Microsoft operating systems.

The package also comes with several further apps, dedicated to collaborative working environments. With each being always available to employees, the Office suite ensures that work across all apps is updated in real-time. Wherever they work from, users share a collaborative and constantly updated environment.

Whilst apps such as Word, PowerPoint and Excel are familiar to most office workers, there are other time-saving, collaborative apps included in the package, each designed to increase team connectivity. These include: Teams, a powerful communications tool; OneNote, a planning and collaboration application; OneDrive, a cloud storage solution; and SharePoint, a powerful platform which can – among many things – create local company intranet sites, provide insights and analytics and freely allow users to exchange ideas and resources.





# Microsoft Teams

Teams is the new standard comms software for Office 365, but it's also much more than that; it's a powerful app designed for full Cloud collaboration. Teams is designed as the 'mother' application for Office 365, supporting all other apps from within and creating a consistent working and planning environment for any 365 files you work from.

Teams is expansive enough for an eBook of its own – which is why we recommend our free eBook *The Ease and Efficiency of Microsoft Teams* as further reading.

For now, though, we'll provide a basic overview of Microsoft Teams' functions, and what makes them ideal for remote working purposes:

## Calls and Messaging

Teams supports text chat, VoIP and video conferencing for up to 300 users in a team or channel. As channels are built to preserve a permanent 'digital workspace', your text chats aren't deleted when you shut down Teams – perfect for when you need to refer to prior instructions or information.

## Simultaneous Working

Teams allows users to share, access and edit files simultaneously within the Cloud and while partaking in a Teams VoIP or video call. Not only does this save the (tedious!) exchanging of emails, it allows users to discuss changes to documents, strategize together, and witness their work evolving in real-time.

## Support for Existing and All-New Apps

Every Microsoft 365 app is compatible with Teams, and any shared files are given their own space within a Teams channel, where they can be accessed at any time. Yet Teams is always expanding to offer support for third-party apps, already supporting such software as Jira, Trello, Kahoot! and Adobe Creative Cloud.

## Regularly Updated

As part of Microsoft 365, Teams is paid for via subscription and there's no need to purchase any newer iterations. Teams evolves and updates over time with new fixes, features and security protections, which you'll continue making use of as a Microsoft 365 subscriber.

## Secure

If you're concerned about Cloud security, Microsoft's is – as expected – among the safest available from a major tech developer.



# VoIP (Voice-Over Internet Protocol)

With cheaper call packages, wider availability and dedicated software to enhance calling capabilities, VoIP is the standard for business telephony; doubly so for those managing multiple members of staff, or those whose work takes them outside the office.

VoIP calls are made over an internet connection, eliminating the need for landline connections, and subsequently lowering your line rental and calling costs. Many VoIP services can be installed without the need for new hardware or major installation procedures, relying instead on common and existing devices.

Finally, the dedicated software expands upon all major features of landline phones, making it easier to configure call waiting messages, and allowing for multiple users to connect and talk at once.

The online connectivity is key to VoIP's expansive nature. Numbers can be transferred smoothly and speedily between devices, including mobile, so users are reachable on their work phone numbers in and out of the office. Each user's phone can be managed remotely by VoIP admins, meaning users can have their call capabilities expanded (or indeed, restricted) at any time, from any device.

VoIP packages can also contain useful reporting functions for managers and admins, allowing them to track any calls made and received, as well as their length.



# VoIP (Voice-Over Internet Protocol) cont.



Call recording functions also provide new possibilities for record-keeping and staff training purposes. With Horizon software, administrators can even configure the calling capabilities of individual staff and departments, allowing or restricting such functions as premium-rate, international and directory service calls.

It's often a good idea to review the extra accessibility and security options some providers offer, including **cloud hosting**, which provides access to users from remote locations; **mobile apps**, which allow greater mobility for your workers; and **VPN protection**, which we'll cover later in this document.



## Security

One of the major components of your remote working setups will be a strong and vigilant security setup. With your work being shared amongst potentially hundreds of outside connections, you need to ensure that all your users and devices are adequately protected.

## Secure File Sharing

We mentioned earlier about the importance of your remote employees working on documents securely, but it's also imperative that you use a secure file sharing platform. Included with Office 365 as standard is OneDrive, 1TB of storage and sharing for businesses. Access to these documents is also restricted only to those on your network who've been authorised to view and/or edit certain documents.

## Microsoft EMS (Enterprise Mobility and Security)

Included with Office 365 Enterprise E3, EMS is a collection of four Microsoft products that allow administrators to control remote access in accordance with company guidelines. For example, if a device or user doesn't meet certain credentials, EMS can actively prevent them from logging into certain systems. It also incorporates the machine-learning threat detection software, Microsoft Advanced Threat Analysis, which constantly records all login and access requests and actively searches for suspicious behaviour. Alongside the rights management app Azure and the accessibility options of Microsoft Intune, EMS is essential for those who want more control over their employee's remote access.

## Regularly Updated Anti-Virus Software

One of the primary objections to remote working by senior management is concerns over security and data integrity. This is understandable, especially if critical documents are being accessed away from the safety of the office's firewall and antivirus software. Both your users' web browsing and email habits will want protection from outside intrusion, and dedicated Anti-Virus or Email protection are paramount both in and outside the office. Mimecast and Webroot are two of the most respected protective solutions available for your email and internet protections respectively.

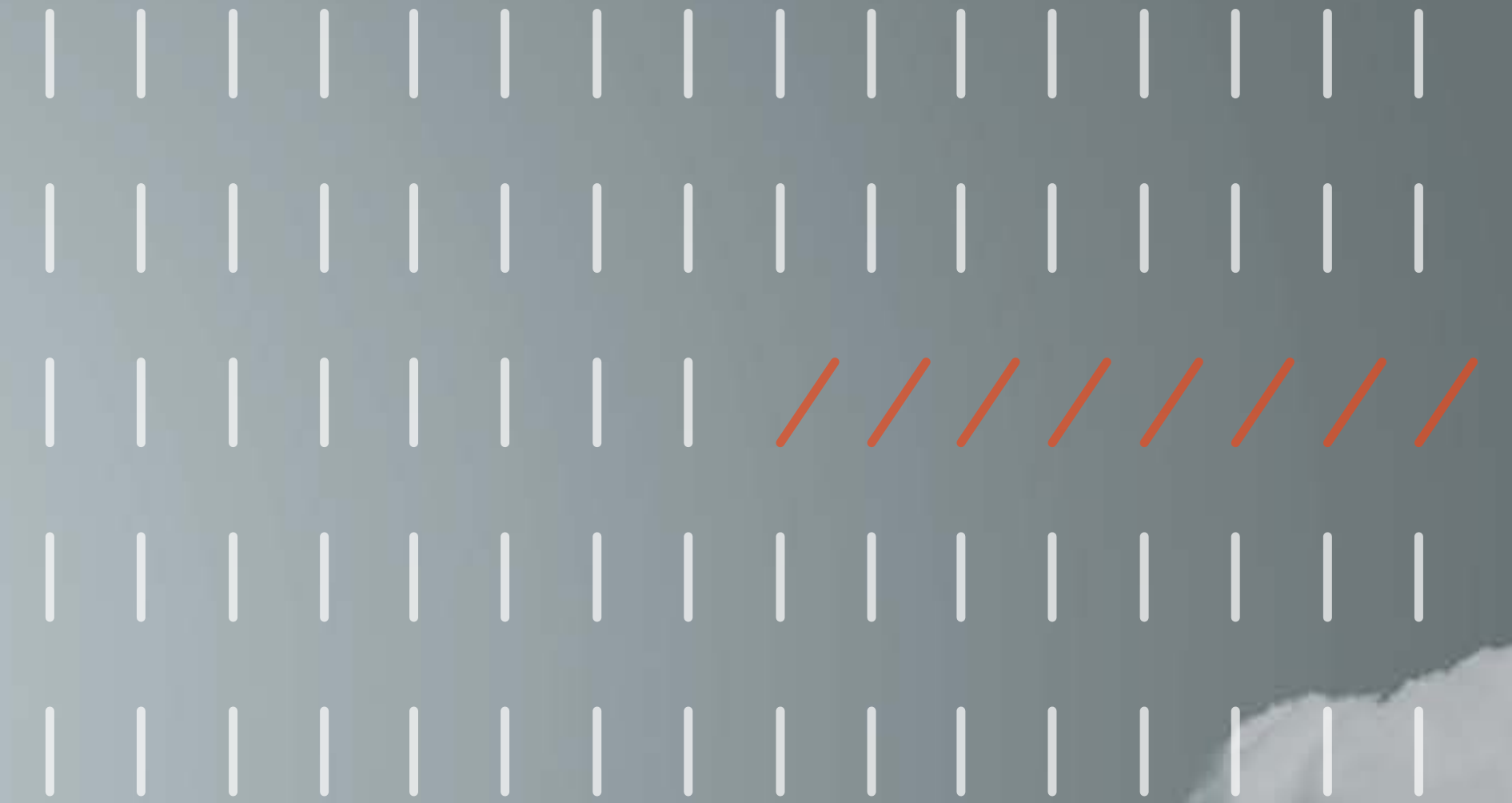
## SaaS Protection

Office 365, while available in-browser and from any secured connection, is yet to offer a dedicated backup solution for the files you save to its services. It's therefore vital that your Office 365 is protected with SaaS (Software as a Service) protection. Datto SaaS protection protects both your work and your clients' details, allows for transferability between users (such as in instances that an ex-employee's permissions are transferred to another) and performs quick recovery from such threats as data breaches and accidental deletion.

## VPNs

VPNs, (Virtual Private Networks), are becoming standard (if not mandatory) components of any business' IT infrastructure. A VPN encrypts network traffic from end-users, and routes it through an intermediary network to keep your communications private. It's important that your company's VPN is configured to your employee's devices, and vice versa. It's for this reason we also recommend standardising devices across your company, as mentioned previously. If your employees all work to company-issued laptops, tablets or mobiles, this will make the VPN configuration process much easier.

# Ready to go Remote?



If you're at all confused or concerned by the requirements of remote working, let Mirus IT help you. Give us a call on **01908 257352** or contact us online.

We offer a Free Remote Working Health Check where we evaluate, discuss and assess your current IT infrastructure, data security, remote working ability, and help you arrive at the remote working solution that best suits your business.



M I R U S

a Content+Cloud company

# PROFESSIONAL IT WITH A PERSONAL TOUCH



enquiries@mirus-it.com  
01908 257352  
mirus-it.co.uk

