

The Ultimate Small Business Guide To Setting Up A ‘Work From Home’ Or Remote Network Access System For Your Staff

Critical Facts and Insider Secrets Every Business Owner Must Know to Successfully Implement A 'Virtual Network' for Employees to Safely Work Remotely.

If you are the owner of a small or medium sized business you know it is no longer a thought, but a need to implement a “work from home” program for your employees. – That’s why we’ve created this guide. Read it before you go any further!

This report will explain in plain, non-technical terms best practices for setting up remote access for you and your staff, as well as important questions you should ask any computer consultant to avoid making the most commonly made, costly mistakes when setting up your technology to work from home.

You’ll Discover:

- The single most important thing you **MUST** have in place for a successful “work from home” or remote office initiative.
- There is a silver lining to this new normal, “How one company saved \$11 million after implementing a work from home program” We show you how to implement the same money-saving strategies for your business.
- 8 **CRITICAL** *characteristics you should absolutely demand* from any IT professional you’re considering to setup your remote office technology; **DO NOT** trust your infrastructure to anyone who does not meet these criteria.
- At the minimum, you’ll take home a **FREE** “Home Office Action Pack” (\$97 Value). But I’m sure you’ll get more to help as you navigate the remote working environment.
- How one company slashed its turnover rate from 33% to nearly 0% – and increased productivity by 18% - all by implementing a “work from home” program. Another silver lining to highlight for yourself and your team.



From the Desk of: **Pedro Nunez**

CEO, IT Management Solutions

Dear Colleague,

I used to say, imagine how things could be better by having your staff work from home. Unfortunately, today we are all being forced to work from home to hopefully stop the spread of COVID-19 and save lives as best we can. I know I don't have to go any further convince you to try it, however are you looking at it for a long-term option? Before we were required to, working from home had a lot of value and presented opportunity to double the work from your employees while simultaneously slashing overhead costs, padding your bottom line, and securing incredible loyalty from your staff.

Maybe it sounds too good to be true, because we were rushed to do it in an unorganized manor, ***BUT believe me it's true...***

My name is Pedro Nunez and for over 20 years, I have provided business and technology consulting services to hundreds of small and medium sized businesses in the New England area. I am the founder of IT Management Solutions and I am a technology leader with a long track record of helping my clients enjoy more stress-free productivity, lowered costs, and competitive advantages. I have supported and advised many remote teams and workers, with high levels of success. That is why I published this business advisory guide to show you that you can do this for your business, too.

That's right, it's an affirmation that in these crazy times we are living, you can make this a very positive and profitable change for the long run, if you follow the right steps.

Why Would a Business Want to Do This?

All businesses are being forced to adjust to social distancing and only essential employees are allowed on the roads in some states. But there are other benefits to taking the time now, to set up remote working or telecommuting so it is a secure and viable option for your business, even after things get back to normal. Here are a few reasons (and some unintended benefits) ...*continued*

- Business owners (and key managers) working 60+ hours a week are using it to continue working after hours and on weekends from the convenience of their home office.
- Allowing employees to work from home means businesses can cut back on office space, lowering rent and utility bills – and according to a recent survey of small businesses, nearly 40% of small and medium businesses have (or plan to) cut down office space and allow employees to work remotely from home to save money. Not only is this lowering overhead, but it's making for happier employees who no longer must fill their gas tanks.
- Telecommuting increases employee productivity, lowers stress levels, and improves retention. Contrary to what you may believe, employees who work from home tend to work *more*, not less. Because the computer is right there in their home, they will often put in extra hours during the evening and on weekends when they normally wouldn't be able to access the network. Plus, employees working on detailed programs, graphics, and projects tend to get more done when they don't have to deal with office distractions.
- Some companies are allowing their employees to work from home two or three days out of a week instead of giving them a raise (to be used when that's an option again) – a bonus many will gladly take over more money. This also works well if you have limited office space because employees can rotate desk usage.
- It allows you to keep great employees that need or want to relocate, need to stay home to take care of a sick family member, or who are sick, injured, pregnant, or otherwise unable to physically come into the office.

Common Myths, Mistakes, and Misconceptions About Your Employees Working From Home

If you are already on board with taking some time and effort to make sure your employees are setup for secure and efficient remote working, you can skip this section and go to page 5.

One of the biggest fears many business owners have about allowing people to work from home is the loss of control they have over that person. They believe that without someone standing over them, employees will goof off during work hours and become LESS productive.

But the hard results prove differently...

Telecommuting has grown at a steady 3% per year for more than 15 years. Currently, more than **23 million people are working from home** at least one day a week. The increase in teleworking programs is no accident – it really IS working.

Admittedly, original telecommuting experiments were “do-gooder” projects focused on being earth friendly and generating business savings by reducing use of high priced big city office space. However, when businesses started seeing how it drastically improved turnover and productivity, this “fad” became a hot trend.

Take this large regional bank for example; they decided to test telecommuting to see if it would help their 33% turnover rate. Here were the results...

The experiment worked and within a year the turnover rate was cut to nearly zero and to everyone’s surprise productivity went up 18% saving the regional bank more than \$3 million dollars per year.

Since then there have been numerous, well documented, program studies reflecting promising results. For instance, a global telephone and internet service provider allowed employees to telecommute on a regular basis from home in a New Jersey office of 600 people.

Over a 5-year period a region of AT&T saved more than \$11 million annually. Half the savings came from real estate savings while the other came from a measured increase in incremental work hours from employees who were able to have a higher level of concentration with fewer interruptions.

You’re probably thinking, **“But I don’t have 600 employees...how does this apply to me?”** No matter how small your business or your real estate situation, you can save money. It’ll just be a bit smaller than AT&T. For instance:

On average, small businesses report saving \$85,000 to \$93,000 per year in lower turnover, reduced operating costs (gas, utilities, office space) and increased productivity after implementing teleworking programs.
(Source: International Teleworking Advocacy Group)

Of course, telecommuting might not be right for every employee on staff, but it is a great option (and reward) for key managers or employees who are self-motivated and measured by results rather than hours worked.

The Single Most Important Thing You Must Have In Place To Successfully Setup A Remote Workforce.

Normally we would recommend before our clients go “whole hog” with a telecommuting or remote access program, they should conduct a test where you (and possibly a few key managers) are set up to work from home. That luxury has passed us. Now, the single most important thing for you to do, to ensure success and security, is find a very experienced IT Provider who will recommend and implement the right technology to support YOUR specific situation and needs.

This is unbelievably important to avoid expensive mistakes and unnecessary frustration for you, your team and your clients.

8 CRITICAL Characteristics You Should Absolutely DEMAND From Any IT Professional You're Considering To Set-up Your Remote Office Technology; DO NOT Trust Your Infrastructure To Anyone Who Does Not Meet These Criteria!

There is no "one size fits all" solution; the best solution is greatly dependant on your specific business needs, the applications you use, how many people will be accessing your systems remotely, the available equipment and dozens of other factors. **That's why you want to look for a consultant who meets the following criteria:**

- 1. Look for a consultant who has experience setting up remote access and STRONG (and recent) client references.**

Do you really want to be the person who “pays” for your consultant’s training? I’ve found that the price to correct problems created by novices is much greater than the cost to do it right the first time with an experienced technician. Ask for *recent* references and call them! Past performance is generally a good gauge of future performance.

- 2. Make sure they do a THOROUGH evaluation up front**

If your consultant doesn’t insist on doing a thorough evaluation BEFORE handing you a proposal, do NOT hire them! If they don’t do their homework, they could easily sell you the wrong solution,

causing you to spend MORE money, MORE time, and have MORE frustration getting to what you really need. Most consultants will do a quick, cursory review and provide a free recommendation (proposal) because they want to close the deal fast. Here is a short list of the things they should investigate or ask you:

- What are your overall goals and specific objectives while your employees work from home?
- How many employees will be working remotely? Will they be accessing the network at the same time or at different times?
- What applications (including specialty or proprietary apps) and data will your employees need to access?
- What type of devices will your staff use to access the network? (Home computers, laptops, etc.)
- What type of Internet connection will be available?
- What levels of security do you want in place?
- What level of monitoring do you want in place? For example, are there certain web sites and content you want “off limits?”
- Will the remote worker need to print documents?
- What are your plans for growth?

3. Make sure they can TRAIN you and your staff.

So many computer consultants are great at installing the “stuff” but fall short on training you and your staff how to use the great “whiz-bang” technology they’ve just sold you. Make sure you hire someone who is able and willing to do the “hand holding” required when installing any new process or technology...we’re only human after all.

4. Make sure they can provide help desk support AFTER hours.

You need someone to be “on-call” during those off-peak hours if you or your employees have technical problems logging in or accessing the network. We are all adjusting to changing or increasing demands at home as well. Bottom line, if your consultant doesn’t offer after-hours support, don’t hire them to do the job. There is no benefit to having remote access if you must wait until Monday or 9am the next day for support.

5. Make sure they INSIST on maintaining the network

Virtual office networks require more 'care and feeding' to make sure they work properly and stay secure. You cannot "set it and forget it" or you're asking for problems. Only hire someone who is prepared to perform regular check-ups and updates of your network, usually under a maintenance or managed services plan.

6. Look for someone who can also solve the phone piece of the puzzle, not just the network access piece.

If you want your employees to be able to make and receive calls and APPEAR as though they are in the office to the caller, then look for someone who can set up your phone system to work with your remote employee's home phone or cell phone. Usually this can be accomplished with VoIP technology (Voice Over Internet Protocol). Confirm that whoever you hire can either provide these services or has a partnership with a reputable vendor who has this expertise.

7. Make sure your consultant is willing and able to be a vendor liaison for your specific business applications or other specialty applications.

It's amazing how many critical applications work fine within the office network, but then slow down or shutdown when accessed through a remote location. It's important to ensure your consultant is able and willing to confirm your applications will operate efficiently remotely, which means they may need to get on the phone with the help desk of one or more of your software vendors. Some consultants do NOT offer this service or will charge you extra for it.

8. Look for a consultant that has expertise in setting up employee monitoring and content filtering.

It's more difficult (but not impossible) to protect company secrets and proprietary information when it's stored on a location outside of your office. Therefore, make sure the company you hire has expertise in setting up and managing content filtering and security for remote machines.

Our Free Remote Access Consultation Will Help You Decide the Best Path Forward

As a prospective client, we'd like to offer you a free Remote Access Consultation. At no charge, we will review your current situation, business practices and needs and provide recommendations on how you can quickly and easily set up remote access for you and your staff.

We will also discuss your options, clarify any grey areas, and answer any questions you have. We will also map out the costs and steps involved so you know exactly what to expect.

You are under no obligations to do or buy anything; this is simply our way of introducing our services to you and demonstrating how we can make your remote team a complete success.

Plus, we'll give you a FREE "Home Office Action Pack" just for meeting with us! This package includes:

- Home Office/Remote Office Checklist to help you verify the home or remote office is a safe and productive environment for your employee to work.
- Employee Agreement Template to outline the rules for your employees when working from home.
- Employee Equipment Issue Agreement to outline the rules of use and maintenance for any computer equipment, cell phones, PDAs, laptops, printers, etc. that are issued to the employee working remote.

We Can Show You How To Enjoy The Benefits Of Remote Access, Just Like These Current Clients...

Fast Response, Reliable, Quality Service and Peace of Mind - All at a Reasonable Price!



DPI Events

The challenge we face is that we are big enough to need a network with specific functionality, but not big enough to require a full-time IT staff person. ITM Solutions provided the perfect solution; they have the technical expertise and mindshare we needed coupled with flexibility in the level of support. They are very responsive, prioritizing important issues that arise and dealing with them quickly and effectively. I also appreciate their detailed follow-up and preventive maintenance; more than once this has helped us avoid a major problem with our network. A lot of companies these days make claims about customer service and looking out for the best interest of their clients.

Excellent Service, Highly Responsive, Extremely Knowledgeable



SDE Engineering

Why we chose IT Management Solutions? Professional expertise and team seemed genuinely interested in helping our organization succeed. From day one IT Management Solutions worked to help with any IT related issues. Even though we're a small Engineering Firm, you've always treated us like a Fortune 500 client. The speedy, friendly service, the cutting-edge technology . . . we'd be lost with our IT needs without IT Management Solutions! I will strongly recommend to any small business looking for a reliable IT provider who is eager to help

Thanks to ITMS, We could concentrate on running our business



Vanguard Dental Group

In IT Management Solutions we found a company that was eager to unburden us of the effort and time we had been spending on I.T meaning we could concentrate on running our business. IT Management Solutions' ongoing management of our IT infrastructure has ensured stability and their realistic proactive approach ensures we don't overspend unnecessarily.

Excellent Knowledge, Responsiveness and Expertise



**Paradise Dental
Associates**

We could not be more satisfied since we switched to ITMS for all of our technology needs 3 years ago. They have helped us do dentistry, which is what we do best. Our systems have been upgraded so everything runs faster, smoother and with little to no effort on our part. Our hardware, software and backup systems are state of the art and we can sleep at night knowing our data is protected. We have been paperless for over a year thanks to ITMS. We routinely recommend ITMS to colleagues and will happily continue to do so.

An Integral Part of Our Team



**Northbridge
Companies**

We hire to IT Management Solutions in January 2012 to bring our server and computer systems to the next level. They have help all of our communities in Massachusetts, New Hampshire and Maine. They have also help design and implement a business solution that allowed us to share important resources with over 500+ employees quickly and secure. I strongly recommend IT Management Solutions for any company that is looking for a professional, responsible and reliable IT provider

Hiring Pedro and His Staff was the Best Decision I made!



Silverio Insurance

Having IT Management Solution assume responsibility for our IT functions, allowed the company to focus on our core businesses. IT Management Solutions personnel worked closely with my staff and resolved all issues quickly. As I look back over 2006 and the many decisions that were made, teaming up with IT Management Solutions was certainly one of the right decisions. Thank you to Pedro and the staff of IT Management Solutions for all your help, support and a job well done!

Responsive, Helpful and Honest



CCC Financial

I have been working with ITMS since the Fall of 2017. They installed our computers and printers at that time. Every night we are backed up and I feel comfortable knowing all our information is safe. This company responds quickly and is helpful with any questions. I can honestly say I have peace of mind knowing that ITMS is servicing us. I strongly recommend them.

What To Do Now

To request your Free Remote Access Consultation and FREE Home Office Action Pack,” do one of the following:

1. Complete and send in the enclosed “Fast Action” response form.
2. Call us direct at 617-982-2510
3. Schedule your appointment directly: <https://calendly.com/geremyayers/virtual-quick-chat>
4. Send me an e-mail: gayers@itmsolutions.us

Geremy from our office will call you to schedule a convenient time for us to meet on a Zoom call for 20 minutes. Remember, there is no obligation for you to buy or do anything – this is simply a discovery meeting to discuss and learn more about your remote access, and how IT Management Solutions is helping other clients work safely and securely, and of course effectively through these trying times.



Stay Safe,



Pedro Nunez, CEO
IT Management Solutions

P.S. If you would like to speak to a few client references prior to our meeting, simply contact us and we’ll be happy to provide the names and phone numbers for several clients we’ve worked with.

P.P.S. Please make sure you visit our web site to see the incredible 3 Months Free offer that we put on our services. You won’t find another IT Service Provider in New England who is confident enough in their services to make such a bold offer to help you through these tough times.

Fast Action Response Form:

“Yes! Please reserve a Free Remote Access Consultation in my name so I can find out what my options are, get answers to my questions, and get a handle on the steps and costs involved. I also want to get a copy of the “Home Office Action Pack” – a \$97 Value – FREE.

I understand that I'm NOT obligated to do or buy anything by signing up for this consultation.

Please Complete and Fax Back or email the following information to sales@itmsolutions.us:

Name: _____
Title: _____
Company: _____
Address: _____
City: _____ State: _____ Zip: _____
Phone: _____ Fax: _____
E-mail: _____

**Do you have any other questions or problems you would like to discuss?
Simply outline them below:**

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Fax This Form To: (978) 233-0580
Or Call: 617-982-2510