

Flexible Working



Supporting flexible working practices to improve customer relations and minimise operational overheads.

For businesses facing escalating pressures to reduce costs and improve effectiveness, home working can provide an efficient, flexible answer. Work patterns are changing. Staff are no longer chained to their desk in an office. In fact businesses encourage employees to spend more time out of the office with customers. This can result in unused desks, incurring overheads and constraining the growth of the organisation. Today, the rigid 9 to 5 does not reflect effective working practices in a global environment demanding greater flexibility.

By introducing an 'available when required' set-up for staff, companies can enhance productivity, while ensuring a motivated team. Businesses that recognise workforce needs have evolved, that staff want a better work-life balance, and that make the necessary changes, are more successful at attracting and retaining quality people. Legislation is also calling for greater flexibility and 'family friendly' practices. Bring in systems to facilitate home working and you're set to comply. It is vital that businesses have policies and practises which support social and corporate responsibility. Limiting unnecessary travel is one way to deliver on this goal.

Flexible businesses are also more competitive, as they offer greater availability. And, freed from the constraints of property costs, are more able to expand cost-effectively. Changing to home working needn't be complex or disruptive, with Northgate providing the total implementation, management and support package.

Impact on the business

Failure to be flexible can cost your business.

- The impact of rising property costs places constraints on growing companies. If you can't accommodate additional staff within your existing premises, growth could be restricted.
- Customers want more access to your staff and services, while employees are demanding more flexibility. By not providing both, you could be limiting your activities.

- By providing a less attractive, less 'staff friendly' proposition, you could miss out on skilled people who will go elsewhere and hamper your ability to meet staffing needs.
- You could lose trade or opportunities, if you're unable to deliver through normal working practices.
- Longer staff commutes and travel, expanded building facility costs, add up to a bigger carbon footprint and overheads.
- Best in class, secure, reliable infrastructure platform designed specifically for home workers.
- Any device, anytime, anywhere, to ensure the home worker remains part of the team and engaged through the latest technological advances. Includes: WAN, telephony, print, PC, Web, conferencing.
- An environmentally sound solution, delivering on your CSR objectives using green technology and power saving techniques and devices. Also achieves a reduction in staff travel to assure a low carbon footprint.

Business Requirements

To implement home working, you need:

- The set-up: provide an office environment within employees' homes with timely access to their business applications.
- The support: available when needed for home workers, provided by skilled experts who can resolve issues promptly and prevent downtime.
- The security: all information, communications and access to systems protected at all times.
- The communications links: reliable phone, email and face-to-face conferencing capabilities to ensure interaction with customers and colleagues is as effective as possible.
- The sustainability: good for your business and the environment.

The Northgate Flexible Working Solution

We provide the "office desk experience" for employees at home through:

- 24/7 on-site and remote support, delivered by our highly trained, dedicated team. This includes remote management capability; by taking control of the user's PC, we significantly reduce the time needed to solve problems.

Benefits of the Northgate Flexible Working Solution

Northgate enables your business to introduce home working, confident that: your systems and information are secure, productivity is increased across your workforce and business opportunities are maximised. The flexible office environment will also allow you to introduce hot-desks while reducing property costs. And crucially for your future, your business will be more attractive to prospective skilled staff and existing employees, allowing you to retain valuable, motivated people. All while minimising your impact on the environment.

Testimonial

"With Northgate's help, we have been able to progress our aim of offering a much more flexible working pattern for our employees. Northgate have provided an easy to use, effective and secure option to help us provide a 'working from home' option for our staff and the technologies developed and deployed have proven to be very sound. Having the right systems and support in place is critical to the success of this Council initiative, and with Northgate's help and advice, this has proved to be a more robust and reliable option than originally anticipated. This provides a more flexible option for our staff and, ultimately, a happier workforce is a more efficient one!" **Local Authority, GB.**



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