



# Home Worker Support Service

## Support your **remote user community** with flexible solutions and services

The huge increase in organisations requiring their user community to work from home, or work flexibly with some days in the office and others remote, has introduced some new challenges for IT teams.

Our Home Worker Support Services (HWSS) provide customers with seamless support and solutions when transitioning their workers from the office to home, home to office and hybrid working environments.

Cloud Business has extensive experience providing home worker support to organisations with a distributed workforce. From designing, building, deploying and managing modern workplace solutions, to our market-leading 24/7 service desk.

Our Home Worker Support Services include:

- Cloud & hybrid infrastructure
- Digital transformation
- Cyber security, IAM & data governance
- EUC services and user adoption
- Infrastructure management
- Managed SOC
- Remote IT support - 24/7 & multilingual

Our Professional Services team can also provide EUC strategy & architecture design, procurement, provisioning & logistics, device deployment, application packaging, security and compliance.

### End-user managed services

Flexible working often results in different working times and communication methods. Remote workers typically require extended Service Desk Support Hours and multiple channels for logging tickets.

### Snapshot of our service profile

- Shared, Dedicated, On Site, Mixed Model
- 1st, 2nd and 3rd Line
- Core hours, out-of-hours & 24/7/365
- Multilingual Service Desk Serving customers in the UK, Europe & globally
- Supporting user communities from 100 to 5,000
- ITSM Tool agnostic, 10 + tools in use
- Incoming support channels - email, phone, chat, self-service & monitoring
- UK service centres in Basingstoke & Guildford
- Operating model meeting precise customer requirements
- Delivered through Prince 2 & Agile methodologies.

**Speak to our team to discuss how we can support your organisation:**

Increase business agility and resilience with flexible home working IT solutions and services.

Recent events have demonstrated the value in having flexible and scalable IT solutions that allow your user community to work anywhere, anytime and on any device.

The Microsoft 365 stack has been an important part of home working success stories, enabling remote workers to get connected, work smarter and collaborate successfully and securely.

### Cloud Business is an award-winning Microsoft Gold Partner

We deliver cost effective public cloud productivity and scalability through the Microsoft Azure platform, as well as full enterprise unified communications through the Microsoft Teams.

We are also committed to the Microsoft co-sell programme, collaborating with different software and hardware vendors so our customers can maximise their investments in existing technologies as well as new.

### The Cloud Business approach - the 3 Ps

There are three crucial things - the 3 Ps - to consider when planning a successful home worker adoption programme.

They are:

#### 1 > Persona

Everyone has different home environments, technology and access requirements to applications and tools. Identify and document each persona to make them available quickly, securely and compliantly.

#### 2 > Policies

Identifying, documenting and implementing quick infrastructure, application, security and compliance policies will ensure your home workers are able to work from home efficiently, securely and compliantly.

#### 3 > Performance

Once both personas and policies have been implemented it is vital the performance of the home worker solution is monitored continuously and reported on in order to ensure maximum efficiency and return on investment.

Our HWSS team work closely with our customers to identify and document personas, policies and KPIs to ensure a successful home working solution.

Speak to our team to discuss how we can support your organisation: