



AMAZON WEB SERVICES

Assessment: Is your company providing the right employee productivity tools?



The necessity of building a secure remote workforce

The prevalence of hybrid work is prompting businesses of all sizes to focus on how employees can work from any location efficiently and securely. A survey of 1,500 hiring managers found that close to two-thirds of companies plan to implement more remote work. By 2025 the number of Americans working remotely will have increased by 87% compared with pre-pandemic levels.¹

Cloud-based tools and technology can help to boost productivity for remote teams. Companies that have adopted the cloud can provide employees across many geographies, using almost any device, with reliable access to data and resources to replicate their traditional workspace. Cloud-based tools also ease collaboration, customer service, and security.

Do your employees have the technology and tools required to complete tasks efficiently and collaborate to create their best output? Check the boxes below next to the support your company currently provides. The boxes you *don't* check represent opportunities to create a more efficient, collaborative, and secure environment for remote employees.

Communication support

A recent survey by the Society for Human Resource Management found that remote collaboration tools are the top technology investment worldwide to keep employees engaged and productive.² Does your company have tools in place to support:

- Teamwork.** Phone and videoconferencing to help teams connect from locations or devices in the office or away from their desks to meet, share screens, chat, and place phone calls to people inside or outside the company.
- Collaboration and project management.** Document sharing and workflow management to let your team build on each other's ideas and to collaborate.
- Communication.** Tools to securely send and store sensitive texts and emails from any device or location to protect company and customer information.
- Visual workspace.** Shared diagramming and data visualization tools — compliant with privacy standards — to build flowcharts and wireframes as a group.

Essential technology

Your business can maintain or increase employee productivity by providing the same technology each person would have access to in an office environment, regardless of location. Does your business have tools in place to support:

- Virtual desktops.** Access to the same computing environment, applications, and data that employees would have in the office.
- Secure access.** Enhanced protection for desktops through multifactor authentication, encryption of data in transit and at rest, role-based access control, and restrictions on who can access the desktop.
- Productivity from any device.** Access to data, applications, and hardware to work productively from multiple devices and locations.

Customer service tools

The pressure to retain customers in the current business climate is intense and good service is vital to customer loyalty. Does your business have the tools in place to support:

- Omnichannel service.** Personalized solutions to synthesize information from multiple marketing and sales channels.
- Proactive service.** Technology to serve up customer profiles, recommend answers in real time, and problem resolution follow-up tasks to reinforce proactive and productive work for customer support teams.
- Personalization.** Artificial intelligence (AI) and machine learning (ML) to add customer support capabilities such as chatbots, interactive voice response, recommended answers for customer questions, and updates on customer sentiment.

Reliable and resilient infrastructure

A fundamental employee productivity factor is nearly real time IT availability from every geographic location. Any downtime may reverberate across your team. Does your business have the infrastructure in place to support:

- Redundancy.** A plan for an auxiliary network connection in case there is a service disruption.
- Data backup.** Information stored redundantly in two or more locations that are geographically separate.
- Business continuity.** A plan, teams, and resources in place to support quick restoration of data, applications, and infrastructure in the event of an outage or network problem.

Automated and enhanced security

Productivity is improved when systems are protected from threats to data, applications, and hardware to detect, notify, and mitigate problems before they start. Does your company have the tools in place to support:

- Near-continuous monitoring.** Tools that nearly continuously monitor systems for suspicious activity, to detect and quickly mitigate threats.
- Access controls.** Restrictions on who is allowed to access and use which information and resource to minimize threats.
- Compliance and assurance.** Systems to enable compliance with data and privacy regulations in all the regions and industries in which your employees work.
- Encryption.** Enhanced protection for data at rest and in transit between locations and devices.



If your company is missing any of the tools in this assessment, you may want to consider migrating to the cloud. Businesses that have adopted cloud-based technology can provide each person with the equipment, resources, and services they need to do their best work, securely, from any location. Companies without employee productivity tools may struggle to attract and keep talent, and ultimately, to remain competitive. Use what you have learned in this assessment to proactively adopt the tools each member of your team needs to be efficient, collaborate, support customers, and work even more productively toward achieving company goals.

[Learn more about AWS.](#)

1 Upwork, "Future Workforce Report 2021: How Remote Work is Changing Businesses Forever," www.upwork.com/research/future-workforce-report

2 SHRM, "The Future of Work Arrives Early," www.shrm.org/hr-today/trends-and-forecasting/research-and-surveys/Pages/The-Future-of-Work-Arrives-Early.aspx