

AVAYA

INTELLIGENT COMMUNICATIONS

Teleworking: A New Work Paradigm with Challenges and Benefits

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Agenda

What's Driving Telework

Benefits of Teleworking

Effective Teleworking

Teleworking is Becoming Pervasive

- Almost **100 million** teleworkers globally
- **36 million** teleworkers in the US
- **9.6%** annual growth rate
- An expectation of new graduates

Who's Teleworking Full or Part Time?

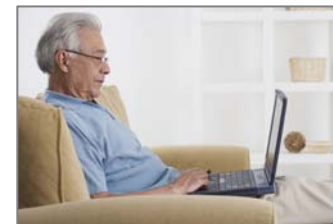
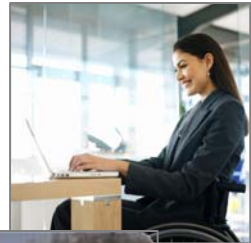
- ✓ Business continuity enabled employees
- ✓ Professionals (marketing, accountants, software development, etc.)
- ✓ Services (technical and professional), account managers, consultants, and engineers
- ✓ Directors and other management

*Source: World at Work Report, Feb. 2007:
Teleworker Forecast; Gartner*

Why Organizations Are Supporting Teleworking

- **Realize significant reduction in real estate expenses**
 - Participants reported cost savings of \$3,000 to \$10,000 per employee
 - Two organizations reported annual cost savings of approx \$200 million
- **Readies organizations for potential disruptions**

“It’s hard to quantify the value of knowing 90 percent of your management team has the ability to work remotely in the event of an emergency.”
- **Recruitment and retention of good workers since flexibility is in high demand by today’s workforce**
- **Allows employees to be productive in unseen circumstances** (minor illness, school closings, children home sick, etc)



Source: Telework Coalition - study of 13 organizations that collectively have more than 77,000 teleworkers

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The Benefits of Teleworking

- Attracting and Retaining Talent
- Continuity of Operations
- Reducing Costs
- A Highly Effective Green Initiatives



Attracting and Retaining Talent

- Retain eligible retirees longer or through transition
- Attract next-generation graduates
- Accommodate the disabled, persons with child or elder care needs
- Keep skilled employees who need to move to follow their spouse
- Reduce commuting time
- Quality of Work Life, employee satisfaction

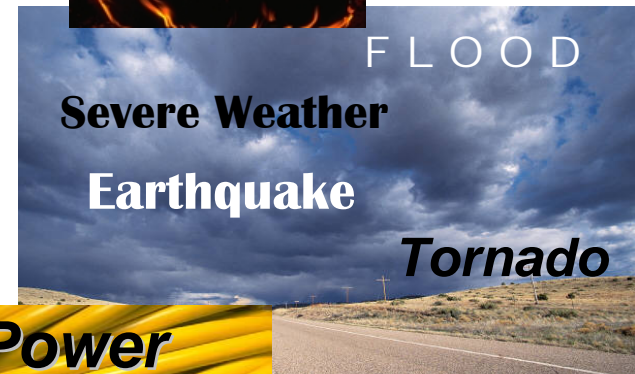
- Survey on what people want in a job¹
 - Flexible, Family Friendly Workplace = 71%
 - Ranked 4th after health insurance, job security, pension plans
- Productivity²
 - British Telecom found productivity rose 31% due to lack of disruptions, stress and commuting...
- Total commute time saved
 - 56 minutes per day
 - 233 hours per year
 - Fuel savings: \$840 per year

¹ National poll conducted by Princeton Survey Research Associates for the Center for State and Local Government Excellence, January 2008, http://workforce.com/wpmu/bizmgmt/2008/01/07/job_wants/

² Telework Facts, The Telework Coalition, <http://www.telcoa.org/id33.htm>

Continuity of Operations

- **Business continuity planning is driving teleworking as a “contingency” solution**
 - Don’t allow work to stop because of severe weather or other types of emergency
 - Deploy teleworking technology to all critical employees so they can work from home when the situation arises



Reduce Costs

- **Office space costs average about \$5,000 per year per employee...**
 - That's \$1 Million for 200 employees!
 - Telecommuting can cut real estate costs from 25% to 90%
- **Expanded labor pool**
 - Extend geographic reach for increased skills and cost savings
- **Higher Productivity**
 - Not stressed from their commute
 - Fewer interruptions
- **Extending the office communications vs. just using home or wireless phone**
 - Eliminate costly paper-based teleworker phone bill expensing processes
 - Leverage the organizations internal network and lower network rates



Green Initiatives

- **Teleworking delivers a triple punch in reduced environmental impact**
 - Less energy usage and pollution by eliminating the commute
 - Reduction in office energy usage (heating, cooling and lighting)
 - Decreased wear and tear on transportation infrastructure
- **Reduces reliance on foreign entities for fuel needs – fewer \$\$ leaving the country**



Carbon Emissions from Driving to Work

Typical Commute = 60 mi. / day

Yearly Commute = 14,000 miles

Midsize Car (20 to 30 mpg)

Tons of CO² per year = 10.6

Based on the Nature Conservancy Carbon Footprint Calculator

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The Challenges of Teleworking

- Are the teleworkers really working?
- What about security?
- How do I help make my teleworkers as effective as possible?



Help Ensure Teleworkers Are Really Working

- **Certain jobs are ideal for Teleworking:**

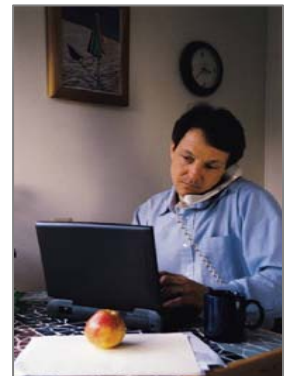
- Well defined process work that requires access to a server/system and/or citizen interaction using the phone or PC (email, chat, etc)
- Performance measured by results, not time spent at desk

- **Certain employees are ideal for Teleworking**

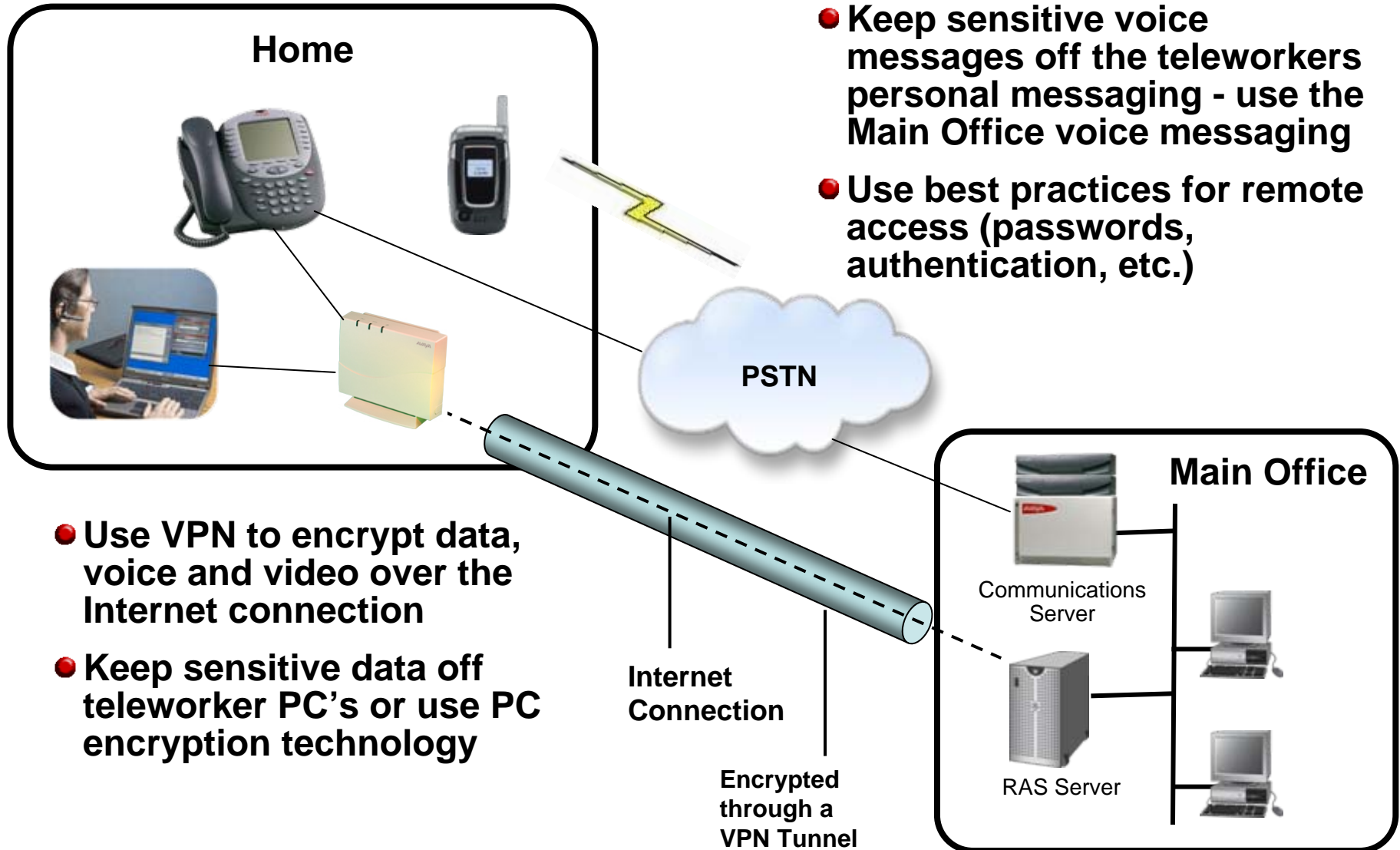
- Self starters with ability to manage their time, and are driven by results
- Have a conducive environment for working at home

- **Leverage technology that keeps the teleworking connected to the rest of the organization**

- Presence technology to provide teleworker and others their current availability (on the phone, available, away, busy, etc)
- Collaboration applications that allow teleworkers to participate fully in meetings (web and audio conferencing, etc.)
- Ability to get updates and other information quickly, even when teleworkers are busy (Instant messaging)



Helping to Ensure Security



Making Teleworkers More Effective

- **Provide teleworkers with “as in the office” functionality**
 - One number access
 - Single voice mailbox
 - Access to all office communications features and facilities
 - Same familiar interfaces – reduced need for help desk support
- **Provide a strong connection to others**
 - Leverage “presence” technology to strengthen their tie to the entire organization
- **Use Collaboration applications to increase participation when remote**
 - Web and audio conferencing with advanced features
 - Video Telephony solutions
- **Leverage easy to use, easy to deploy solutions**
 - Browser based application access
 - Integration with other office applications



Summary

- **Teleworking can provide significant benefit for the employee, the organization and the environment**
- **Teleworkers are more effective than ever before with communications and collaboration technologies**
- **Now is the time to define a success oriented Teleworker program**



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