

Virtual Office Solutions

Tools for the Anywhere,
Anytime Workforce

Time Warner Cable New England
Unum

October 6, 2009
Maine Digital
Government Summit



Agenda

- What are virtual office solutions?
- Case: Time Warner Cable New England
- Case: Unum
- Q&A



What are virtual offices?

Tools for the Anywhere, Anytime Workforce

- Telework
- Anywhere/anytime → Access to systems and data
- Solution fit → Apply enabling technologies
- Tools → For organization and employee needs



Trends and Drivers

- Potential pandemics
- Cost savings and staff efficiencies
- Staff retention and attraction; retirement; diversity
- Economic Development in rural and industry areas
- Work life balance
- Greener



H1N1

- “Swine Flu: Is Government Ready to Telework?”
(Aug. 28, 2009 Government Technology)
- Some states' emergency plans for pandemics include teleworking as a strategy, while others don't.
- ‘The first step should be identifying mission-critical personnel and equipping them with the technology and policies to do their job remotely.’
 - Cindy Auten, Telework Exchange



BusinessWeek online

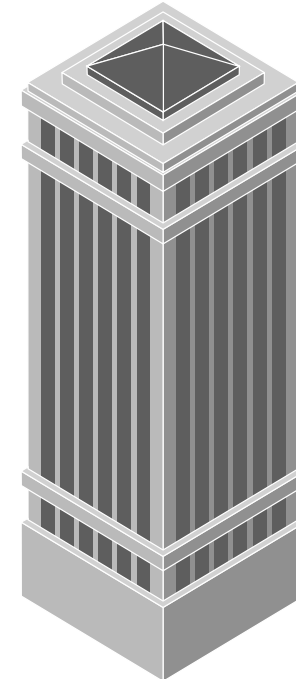
The Power of Us

Mass collaboration on the Internet
is shaking up business

Empowered End Users A New Generation



• Innovation



“The next generation of information workers will expect a highly visual, connected, contextual information workplace they can take anywhere.”

Source: Forrester



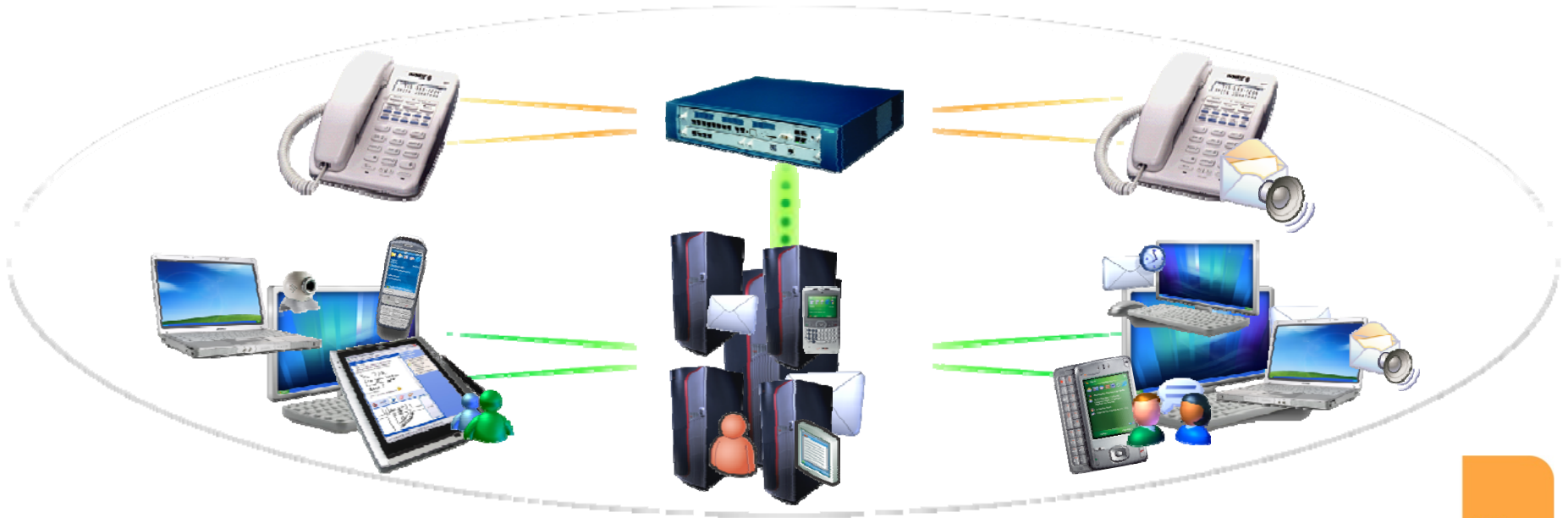
State Government's Challenges

- Flat or declining tax revenues, budget shortfalls
- Operational expenses on the rise
- Aging infrastructure
- Multi-generational workforce



Challenges

Parallel Investments



Benefits of Telework

- Continuity of business as part of a disaster recovery or emergency plan
- Fewer people on the road means improved air quality and less traffic.
- Facilitates optimum utilization of facilities.
- Reduces absentee rates.
- Promotes health and wellness.
- Employees are free to be more creative and will have access to more perspectives.

- 'Telework: Risk Versus Rewards,' GovTech, 5/9/09



Challenges of Telework

- Meetings can become a challenge.
- Information sharing can be difficult.
- People - both in and out of the office - can feel alienated.
- Puts sensitive data at risk.
- Managers may find it hard to manage those working out of the office.



Strategies

- Establish relationships between employees.
- Manage deliverables.
- Engage in more dialog around employee development and goals.
- Trust until you have reason not to.



Value to Government

- Supports green initiatives
- Increases customer satisfaction
- Increases responsiveness
- Speeds decision making
- Fosters collaborative culture across all staff
- Increases efficiency through new tools
- Assists in recruitment



TWC New England

- TWC's New England Division Call Center
 - Pilot program in 4th Quarter of 2008
 - Full Program rollout in 2nd Quarter of 2009
- 'Work from Home' (WFH) program "Virtual Agents"
- Goals:
 - Allow flexible staff expansion
 - Increase productivity and performance
 - Address the changing workforce
 - Continue high levels of customer service



TWC New England

Rollout

- Best practices through Maine Call Center Association
 - Benchmarked UNUM
- Qualifying and supporting employees
- Technology solution
 - Virtual Desk Tops for agents
 - Soft phones
 - Connecting via VPNs over Ethernet
 - To centralized blade servers and telecom
 - Security, manageability, reliability, scalability and optimized total costs



TWC New England

Outcome and Lessons Learned

- Customers get the prompt attention they need
- TWC has the availability of agents without space limitations
- Increased Customer satisfaction through immediate available staffing during high severity outages
- Employee Satisfaction





Unum Remote Access Services

Unum Remote Access Services

- 2003 - Present
- Approach
- Solutions & Services
- A look at Unum's Contact Center
- The Next Generation
- Pandemic Plans
- Questions

Remote Access Services @ Unum in 2003 to Present

- 2003
 - “Confusing, non-standard, inflexible & expensive”
 - Expensive Proprietary Dial Solution (MCI/WorldCom)
 - Nortel and Cisco VPN (Virtual Private Network) Clients
 - Unmanaged, difficult to support, no standards (Installed on Non-Unum assets)
 - Corporate billed (200), employee paid, expensed through the company
 - Expensed difficult to track & expensive to administer (\$75 per report)
 - All expecting support from Unum
 - Contact Center Initiative to deploy Work @ Home Agents
 - Need for a more stable full time work @ home solution
- Present
 - Standard Services for the Mobile Workforce and Work at Home Employees
 - Standard Software & Hardware
 - Consolidated and simple cost model
 - Reliable Standard solutions
 - Mobile Workforce
 - 4000+ Users with Unum Mobility Client, Cisco VPN Client and Secure ID Card
 - Work at Home
 - Standard Remote Users
 - » 297 Employees enrolled in the Standard User Service Plan
 - Enhanced Remote Users (Contact Center Driven)
 - » 729 Employees enrolled in the Enhanced User Service Plan

Unum's Approach

- Developed Standard Services and Support
 - Deliver a standard, secure, flexible, supported and cost effective Remote Access Solution
 - Define policies and procedures
 - Develop Supported solutions for the mobile workforce and Teleworkers
 - Mobile Workforce/Occasional Teleworker
 - Standard Remote User
 - Full or part time work @ home
 - Enhanced Remote User
 - Full time work @ home
 - Decided on Cable as the preferred connectivity
 - Negotiated Agreements with Comcast National, Time Warner New England and TW National.
- Bundled Service for easy budgeting
- Followed all IT Security And Human Resources Policies

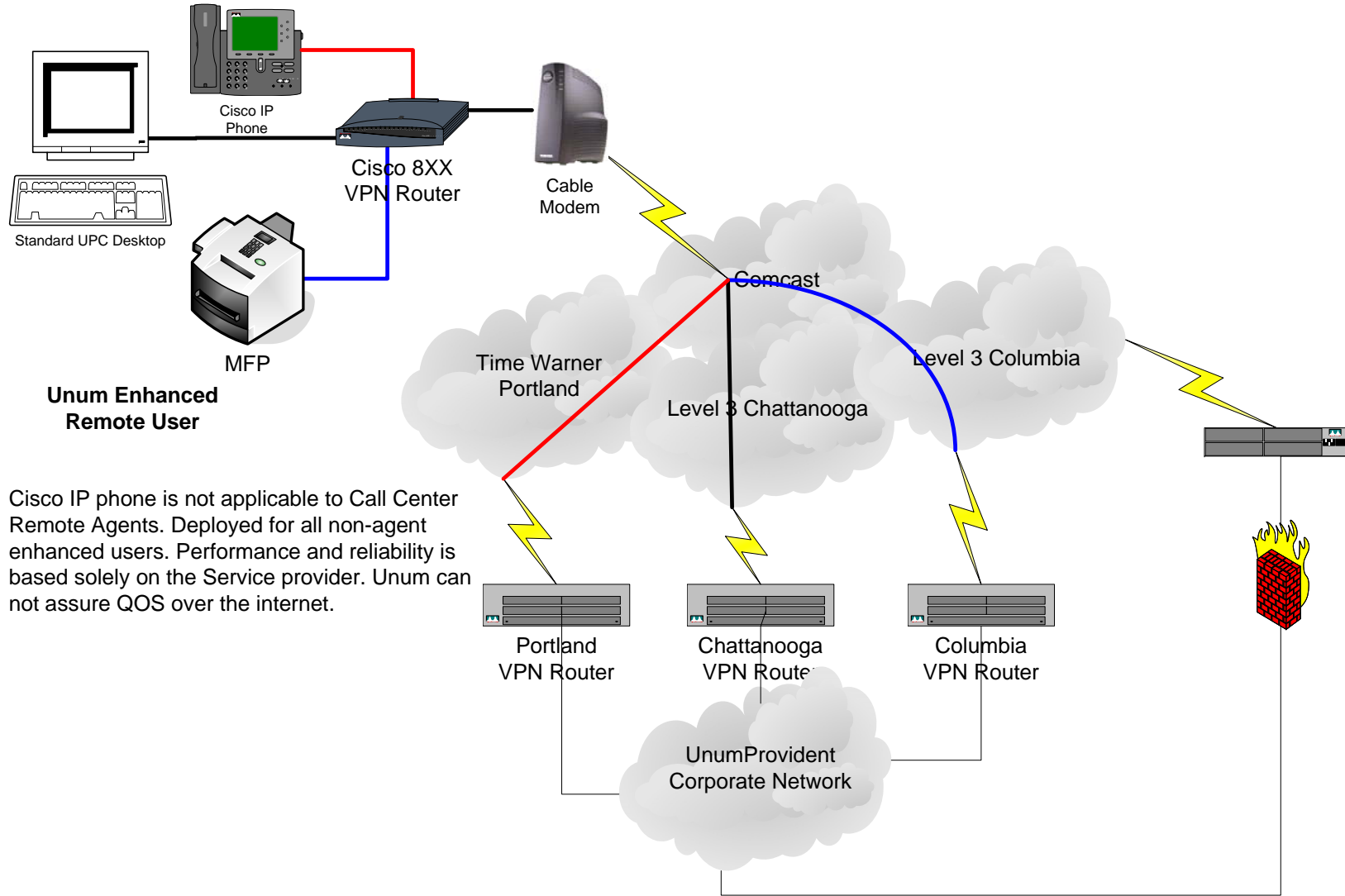
Work at Home Standard User & Mobile Workforce

- **Standard User Solution**
 - **End User Requirements**
 - Extended hours or fulltime work from home
 - High-speed internet access to Unum systems remotely
 - Residential broadband service
 - Support from 4 a.m. – 8 p.m. Monday - Friday
 - Corporate Billing of Broadband Services
 - Fixed Monthly Chargeback for Broadband Service, Support and Linksys Router
 - Unum Mobility Client license fee and Secure ID card
 - **Technical Solution**
 - Unum Mobility Client and Cisco VPN Client Software
 - DSL or cable modem access
 - Adheres to Unum Security Guidelines
 - Linksys WRT54G2 Wireless Router (with firewall capability and security)
 - Secure ID Card
 - Security
 - All traffic is tunneled to Unum
 - » Split-Tunneling is not supported
 - Telephony software included @ no additional charge to employee if desired.
- **Mobile Workforce**
 - **Same Technical Solution without corporate provided Internet**

Work At Home Enhanced User

- **End User Requirements**
 - Require extended hours or Full-time work from Home
 - Require optimal performance when accessing Unum systems remotely
 - Call Center Agents, Field Office Sales Reps
 - Corporate billing of Broadband Service
 - Dedicated Business telephone line if required
- **Technical Solution**
 - Cisco Hardware VPN Router
 - Business Class DSL or cable modem access
 - Adheres to Unum Security Guidelines
 - Webcast exception
 - Solution does not support Multicast
 - Split Tunneling configured for access to Webcast vendor site only (Unicast)
 - Permanent VPN connectivity
 - New deployed Cisco Dynamic Multi-Point Virtual Private Network (DMVPN)
 - Best Cost routing vs Primary/Secondary/Tertiary design
 - Increased our Capacity from 500 users to 2000 (scalable in increments of 1000)
 - Support from 4 a.m. – 8 p.m. Monday - Friday
 - Proactive fault determination and resolution
 - Telephony Solution included
 - Cisco Telephone or Software that integrates with a Unum provided Business Telephone line if desired

Enhanced Remote User Design



Unum Enhanced Remote User

Cisco IP phone is not applicable to Call Center Remote Agents. Deployed for all non-agent enhanced users. Performance and reliability is based solely on the Service provider. Unum can not assure QoS over the internet.

Unum Contact Center Initiative

- **2003**
 - Goals
 - Employee Retention, Increased Productivity & Coverage Diversity
 - Started as a reward for high-performing agents
 - Agents must be within 2 hours of the office
 - Specific Home Office Requirements
 - Room size, door, desk, chair, windows
 - CC Managers do site surveys and periodic visits
 - Recognized 10%-15% productivity increase
- **Present**
 - 63% of Contact Center Agents are Work @ Home
 - Goal is 75%
 - Deploying any eligible agents including new hires
 - Maintaining 10-15% productivity increase
 - Relaxed the 2 hour limit in special cases
 - CC maintains optimal coverage if campus environments compromised
 - Hazardous weather
 - Building outages
 - Experiencing turnover of agents deployed for extended time
 - Agents feel isolated and detached
 - Other Departments have adopted the program
 - Human Resources involvement
 - Employee eligibility forms
 - Manager tutorials & guidelines
 - Employee assessment

“Next Generation”

- **Move to Voice Over IP**
 - Remove business lines and migrate to VOIP solutions
 - Replace Avaya IP Softphone application and business telephone line with Cisco IP Telephones.
 - Cost savings for the business & IT
 - Cost savings for the business line can be re-invested in the redundant solution if desired
 - Eliminate Long Distance Expense currently paid by IT.
 - Contact Center Pilot on-going
 - Evaluate voice quality for Agents
- **Redundant Enhanced User Solution**
 - Solution to implement a second high-speed internet connection to the teleworkers home for fault tolerance and failover
 - Test and Certification of the Cisco 881 router
 - Alternate Services include DSL, Cable and potentially cellular internet
- **Video Support**
 - **Address some of the isolation and detachment issues**
 - **Bandwidth for reliable video a major concern**
- **Cisco VPN Client Replacement**
 - Juniper Network Connect Client will replace Cisco VPN Client
 - Added capacity for more concurrent connections
- **Home Wireless support**
 - Unum provided & supported wireless router (Linksys WRT54G2)
 - Standard Wireless settings in Unum Mobility Client

Unum Remote Access Pandemic Planning

- Leverage the existing Cisco VPN client and Juniper Network Connect infrastructures to increase capacity to 10,000.
- Secure ID cards
 - Temporary expiring passwords
 - Radius Authentication for the Juniper Client
- All laptops equipped with the Unum Mobility Client & Cisco VPN Client
- All Desktops have RAS software package ready for install.
- Juniper Network Connect Client being deployed.
- Employees must have High-speed Internet access at their homes.
 - Support only Wired connections
- Telephone Service
 - Licensing is available to deploy Cisco IP Softphone software to 300-400 employees.
 - Remote call forwarding can be implemented to forward employee's extension to home or cellular telephones
- The Enhanced Work at Home solution can be leveraged to provide a hoteling solution
- Limitations
 - Internet Service Provider (ISP) Capacity
 - Bandwidth constraints on the ISP network
 - Campus Internet Capacity

Questions

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