

# 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

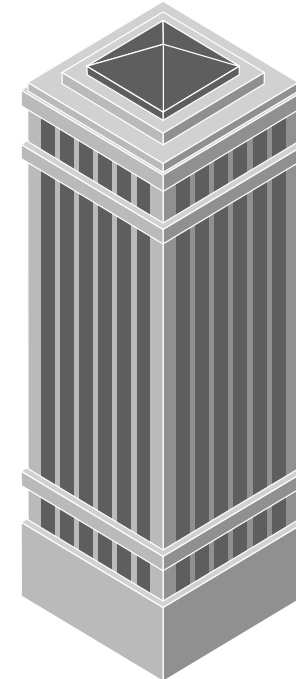
## The Power of Us

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



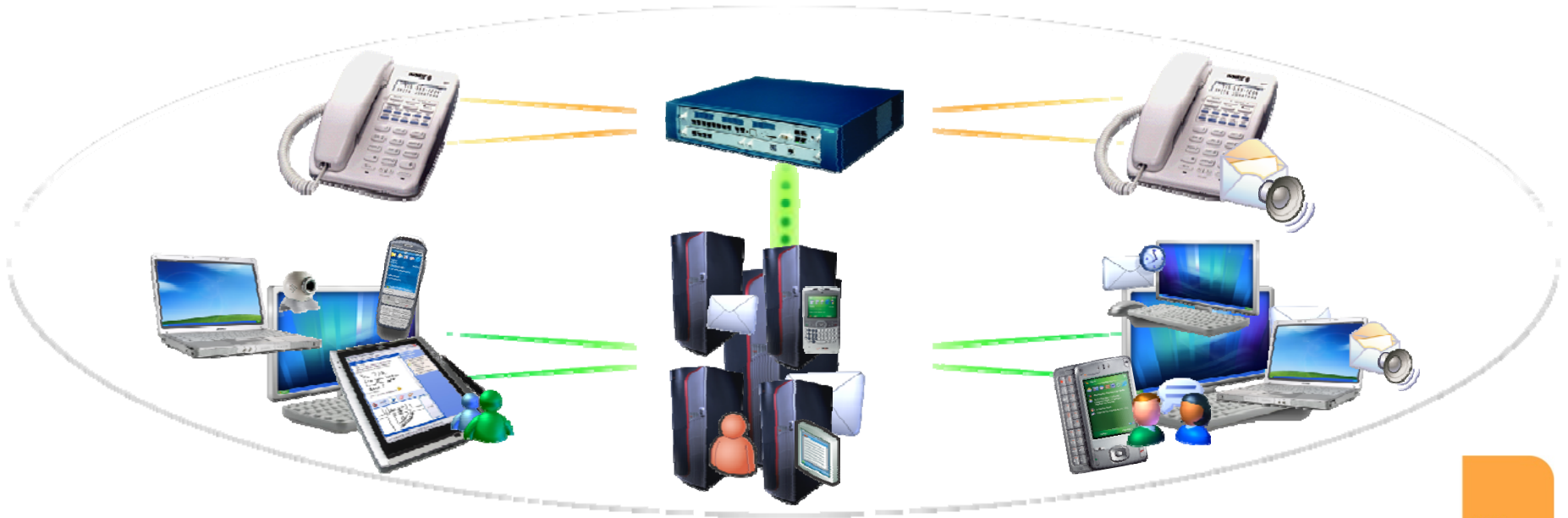
## State Government's Challenges

- 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 4<sup>th</sup> Quarter of 2008
  - Full Program rollout in 2<sup>nd</sup> 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

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- 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

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- 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

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- 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

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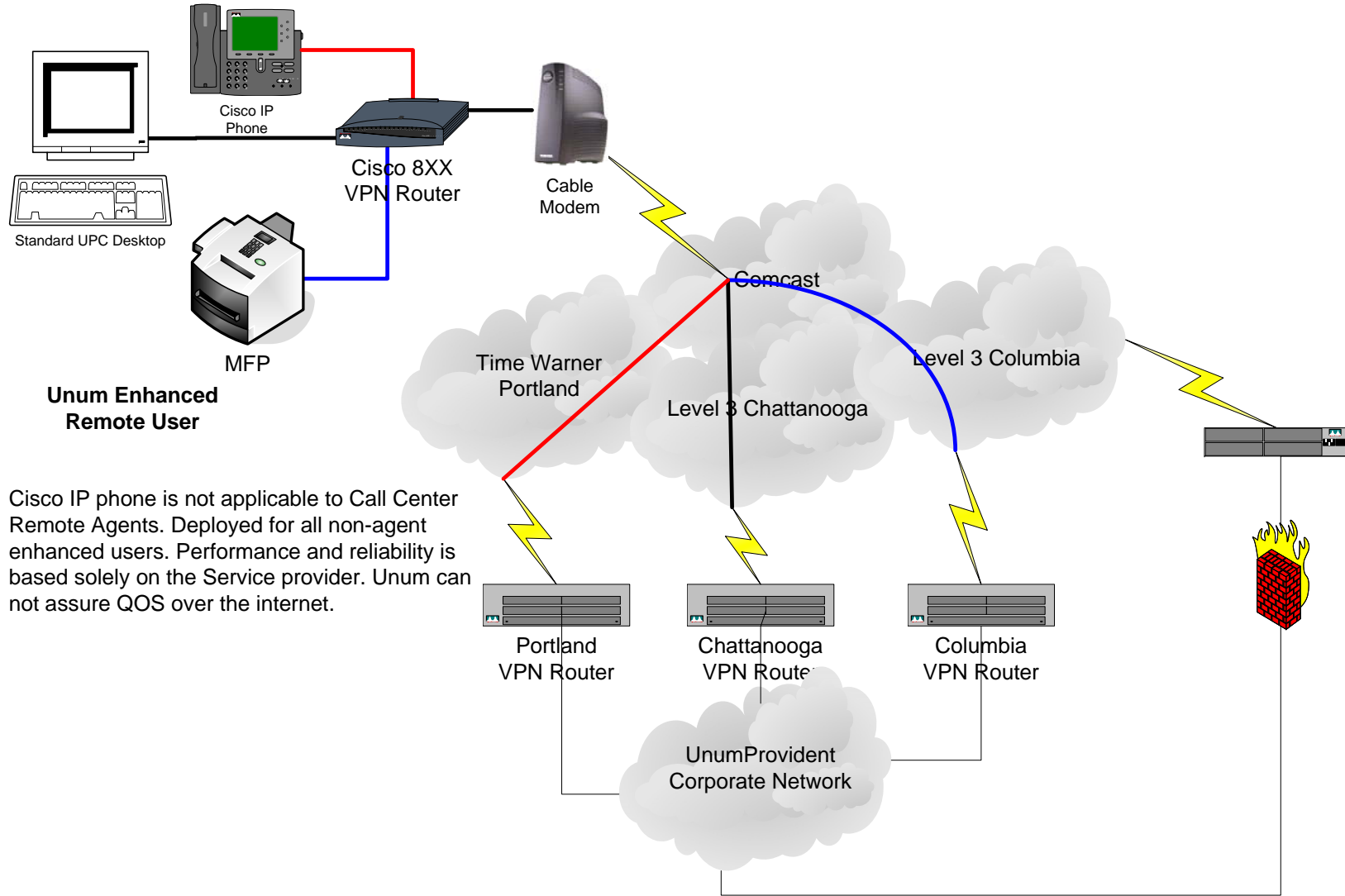
- **Standard User Solution**
  - **End User Requirements**
    - Extended hours or fulltime work from home
    - High-speed internet access to Unum systems remotely
    - Residential broadband service
    - Support from 4 a.m. – 8 p.m. Monday - Friday
    - Corporate Billing of Broadband Services
    - 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

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- **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 Contact Center Initiative

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- **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”

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- **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

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- 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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