



5 Types of Remote Workers and How to Support Them

Attract and keep top talent with cloud-based IT—secure, efficient, and tailor-made for today's out-of-office worker

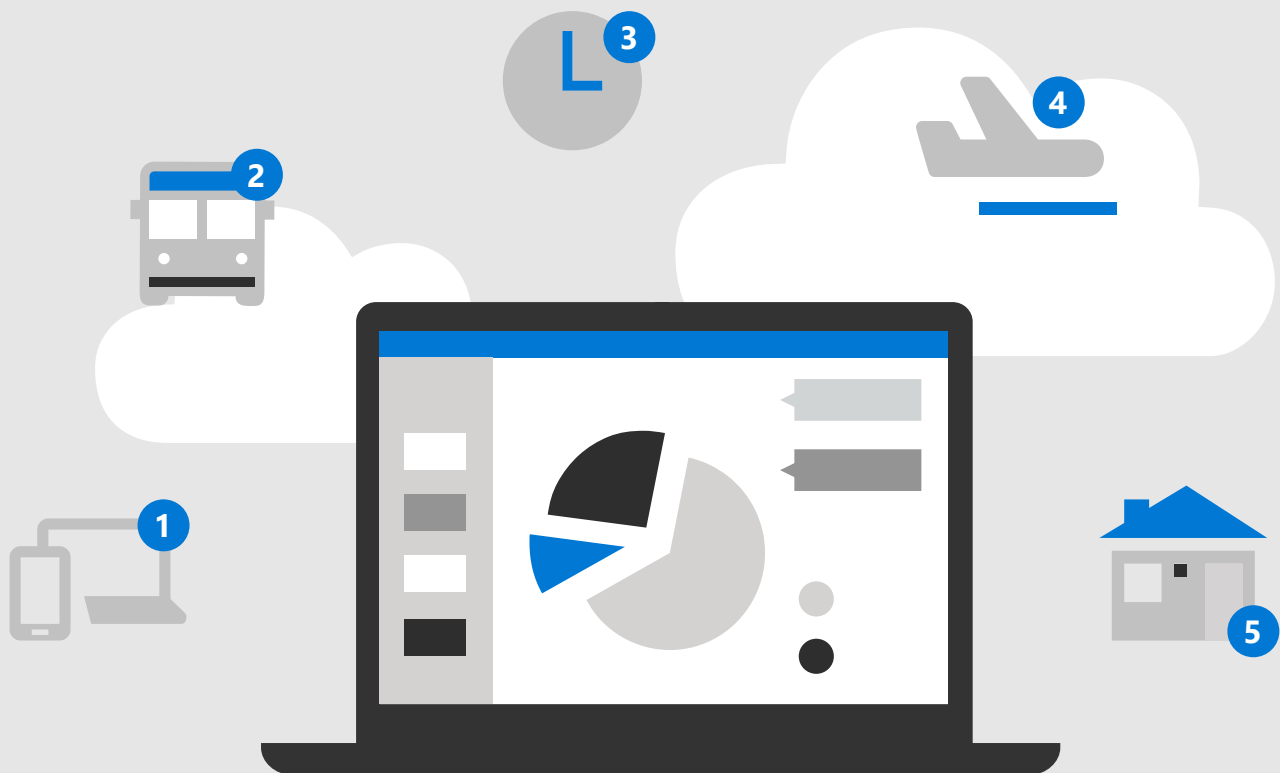


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How we work has changed

Discover the tools for secure remote working

How we work and where we work from have evolved. Remote working can bring benefits to your business in reduced overhead costs, unlimited access to new talent pools, and increased employee productivity, retention, and well being.¹

Seventy one percent of workers say work life balance is the most important aspect of their jobs.² Small to medium size businesses can remain competitive in the talent search by providing their employees with what they want: flexibility.

Are you making the best use of technology to attract and retain talent and run your business as efficiently as possible? In this e book, we'll explore five types of remote workers. We'll evaluate their technical needs and assess how Microsoft 365 cloud productivity tools help them work together securely from anywhere.

¹ Jeff Goldman, "SMB Employees Want Remote Working Options," *Small Business Computing*, November 13, 2018.

² Microsoft, "Think Outside the Desk," accessed June 18, 2019.



Key remote worker challenges

Each type of remote worker has unique needs, but knowing their common issues is key to helping them be successful.

Access: Remote workers need to have the same access to shared files and projects that they would have in the office. With cloud storage, it's possible for workers to access the information they need, from any device, no matter where they are.

Flexibility: Working on the go from anywhere, remote workers aren't using just one on-premises desktop computer. The ability to use any device means greater productivity.

Collaboration: The loss of face-to-face collaboration is one concern when employees work remotely. Having a variety of ways to connect online in real time gets everyone on the same page.

Built-in security: When employees work remotely, security is often overlooked, leaving businesses vulnerable to hackers and other types of cybercriminals. The safest tools and the best practices for file access and sharing help keep work secure.

Meet the five types of remote workers



1. The freelancer

Works independently from anywhere

Key tools:

- SharePoint
- OneDrive
- Microsoft Teams
- Mobile device management

Freelancers are often pinch-hitters or consultants who contribute their time and valuable expertise to your business, and they can be located anywhere in the world. They need secure access to your business information, and they also need to securely collaborate with the people they're supporting. Make it easy to keep them in the loop.

SharePoint enables you to share only the files, data, and apps necessary for freelancers to do their jobs, while keeping your sensitive data under wraps.

OneDrive enables freelancers to feel connected and allows them to work on projects anytime from wherever they are.

Microsoft Teams lets you chat, call, or conference with your freelancers. Co-creation and coediting capabilities power collaboration—with the option to quickly jump into an online meeting.

Mobile device management takes care of removing freelancers' access to your confidential information when the working relationship ends.





2. The commuter

Relies on secure mobile access

Key tools:

- Advanced Threat Protection
- Microsoft Teams
- Mobile device management
- Office mobile apps

Some employees spend a good part of every workday on shuttles, buses, or trains. The ability to get work done during that time is very important to them and good for your business. These busy multitaskers need to have secure and flexible access—online or offline, on mobile as well as on tablet and laptop.

Advanced Threat Protection protects commuters' work on mobile devices from unsafe attachments, suspicious links, and other unseen malware.

Microsoft Teams lets them view notifications and conversations on any device, message the group, and even join a meeting while commuting.

Mobile device management helps secure each device the commuter needs to stay connected, whether it's a laptop, tablet, or personal mobile device.

Office mobile apps store the commuter's files in the cloud, making it easy for them to securely log in with any device and work while commuting. Once back in the office on their desktop device, they can pick up right where they left off.





3. The flex-timer

Sets their own schedule

Key tools:

- Microsoft Teams
- SharePoint
- OneDrive
- Outlook
- Mobile device management



For certain employees, working from a convenient location outside of 9-to-5 business hours is ideal. Some are balancing their work with caring for children or other family members. Others may be going back to school during the day. Enabling flex-timers to work securely from anywhere at times that are best for them helps to keep them productive.

Microsoft Teams keeps flex-timers in touch, providing a shared workspace for their work communications. Office hours can be set to turn off certain notifications when the flex-timer isn't working.

SharePoint and **OneDrive** give them access to their files and apps, all from a single location, during business hours and beyond.

Outlook seamlessly integrates their business-class email, calendar, and contacts. The flex-timer can also set office hours in Outlook, which lets others know when they're available. When working at night, they can easily delay email sends so they don't disturb others.

Mobile device management helps to protect each one of the flex-timer's devices, for secure access to files and communications.



4. The frequent traveler

Often out of range

Key tools:

- Microsoft Teams
- Mobile device management
- Office mobile apps

For frequent travelers who are constantly on the road or in the sky, there are limited times and places to get online. With Microsoft 365, they can still work offline when they're without an internet connection. When they do get back online, simple collaboration tools and secure access to files quickly get them in sync.

Microsoft Teams offers frequent travelers the flexibility to use any mobile device to get updates quickly and to group message and video conference teams and customers in real time.

Mobile device management secures their access to email and documents on iOS, Android, Windows, and macOS devices.

Office mobile apps let them securely review and add notes to files on the fly, and then share them from their mobile devices. Office mobile apps restrict the copying or saving of company information to unauthorized apps and locations.





5. The work-at-homer

Needs to stay connected and engaged

Key tools:

- Microsoft Teams
- SharePoint
- OneDrive
- Advanced Threat Protection

People who primarily work at home need to stay in close contact with their coworkers and have the same secure access to shared files and information. Whether they're at their dining room tables or waiting for their kids to finish soccer practice, they can use Microsoft 365 tools to stay in touch with the office as though they were there.

Microsoft Teams enables them to instantly touch base, message a quick question, or video call for a conference.

SharePoint ensures work-at-homers have immediate access to the latest company files.

OneDrive gives them the power to coauthor in real time with team members—across all devices.

Advanced Threat Protection monitors for threats, keeping the work-at-homer's communications protected from email phishing attacks and malware.



How we work has changed

Remote working creates an opportunity for secure collaboration and workplace efficiency. Get the right technology in place to help your team do their best work—find a plan that's right for you.



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