



5 Tools You Need to Make Sure Your Remote Employees Are Safe, Connected and Productive



Here are five ways your business will benefit when connecting your remote employees with a better business internet and phone service.

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At the beginning of 2020, nearly a third of full-time employees across the country were working from home. Then came COVID-19, and by the end of March 2020, as many as 61% of employees were working remotely.

It may be some time before things settle down, and we may never go back to business as usual. 74% of CFOs surveyed said they planned to shift some of their employees to remote work permanently.

When it comes to managing remote work, many companies are struggling with poor communication and providing secure access to company resources. For remote workers, however, communication and access are their two biggest complaints. The good news is that these concerns are among the easiest to resolve. If you haven't made changes to provide your remote employees the tools they need to operate securely and efficiently, it's time



Here are the five tools you need to make sure remote employees are safe, connected and productive.

Tool No. 1: Cloud Services

Migrating resources to the cloud using a private, secure and reliable network connection to one of the leading cloud services – Amazon Web Services, Microsoft Azure or Google – can enable your business to operate mission-critical applications with confidence.

All of your employees will have access to the same applications and tools, whether they're sitting at their desks or working at home. This creates better access, is more efficient and can significantly improve productivity. One recent study showed that 80% of information technology professionals reported productivity gains in their operation by taking advantage of the benefits of cloud services.

Tool No. 2: Hosted PBX and Business VoIP Phone Service

For remote workers, a hosted private branch exchange (PBX) and Voice over Internet Protocol (VoIP) for your business phone service are essential tools to maintain security and improve productivity.

A hosted PBX allows you to install apps or soft clients on your employee's devices. Whether they are using a company laptop, their personal computer, a cellphone or a tablet, employees can take advantage of your business VoIP phone service. When a customer calls an office phone, remote employees can answer the call on whatever device they're using at that moment. While transparent to the caller, the call will be instantly forwarded to employees regardless of where they are.

Because employees are working within your environment, it is possible to create a secure connection between web browsers and servers. For example, business voice service from LOGIX uses the Transport Layer Security (TLS) 1.2 protocol, which allows devices to communicate over the internet without the transmission being vulnerable to intruders.

Tool No. 3: Data Centers

More businesses are choosing to co-locate their software in a data center. Besides reducing hardware and energy costs, data centers provide a more efficient infrastructure with fault-tolerant and redundant power, along with 24/7 year-round remote hands support.

As workers become less tethered to a home office, the physical location of your data becomes less important than having a secure and efficient data center. LOGIX data centers provide flexible space options, from half or full cabinets to private cages at a biometrically secure site, enabling rapid scaling as business needs change and fast provisioning through order-dedicated bandwidth options.

Tool No. 4: Unified Communications

Job performance increases when everyone is working off the same platform, has access to the same set of tools, and can communicate quickly and efficiently. That's what unified communications do for you. This service works across devices, so employees can work remotely on their desktop computer, laptop, tablet or cellphone. Studies show that unified communications can improve productivity and speed up response times by as much as 20%.

Unified communications tools can be quickly deployed to enable remote workers and help eliminate organizational challenges.

Tool No. 5: A VPN

When employees are working remotely, there are increased security risks. Using personal devices, Wi-Fi and unencrypted communication give threat actors new avenues for attack. A virtual private network (VPN) provides a secure tunnel between an employee's device and business networks.

By encrypting the data, it's protected against someone snooping or trying to intercept your data. If an employee is working on public Wi-Fi, a VPN makes their device invisible to anybody else on the network.

A VPN gives companies confidence that their data is protected when remote employees access company networks or use remote access software to connect to their desktop at the office.

LOGIX Fiber Networks – Built for Business

LOGIX Fiber Networks is the premier provider of business internet services, business VoIP phone service, hosted PBX, unified communications, cloud services and data centers. LOGIX serves more than 10,000 of the most demanding businesses on a built-for-business fiber network spanning more than 280,000 fiber miles.

LOGIX technicians can help ensure that your remote employees are safe, connected and productive. Talk to a LOGIX expert today by calling 888-505-6449 or by requesting a quote.

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