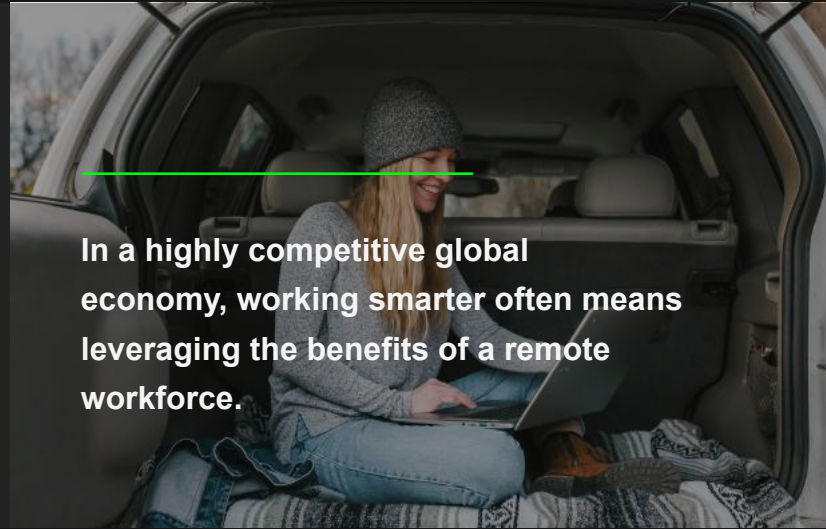# REMOTE
WORKFORCE
eBook

In a highly competitive global economy, working smarter often means leveraging the benefits of a remote workforce.

Whether you've been toying with this idea to save your company money, or your employees have been clamoring for you to add this option to your current lineup of perks, there's much to gain from letting team members work from home, Starbucks, the airport, or wherever their Wi-Fi connections take them. Moreover, easy-to-use, cost-effective technology solutions make empowering employees to work remotely a quick and painless process for everyone involved.

PRODUCTIVITY

Remote employees are willing to go the extra mile for the privilege of working from wherever they wish. One recent study found that 53% of remote employees say they are willing to work overtime, compared to 28% of on-site employees.

WILLING TO WORK OVERTIME

53%
remote employees

28%
on-site employees

TURNOVER

53%
remote workers

NOT considering leaving their jobs

54%
in-house employees

looking for a new place to work

A growing number of companies are using remote work options as a desirable perk that helps them to retain top talent. A national U.S. survey found that 73% of remote workers report higher satisfaction with their jobs. In addition, 53% of remote workers in the U.S. report that they are NOT considering leaving their jobs in the next year, whereas 54% of in-house employees are looking for a new place to work.

TALENT

Hiring only talent in your geographic area limits your options, which is why so many HR managers are using video conferencing to find top talent outside of the company commuting radius. When you are open to employing remote workers, you open your company up to the opportunity to have the best and the brightest join your team for less than an in-house option.

WELLNESS

A major benefit of a remote workforce is that it allows your company to breeze through cold and flu season with significantly fewer absences. People who work from home also enjoy lower levels of stress and increased work/life balance, which enables them to spend more time being productive and less time taking off from work to go to the doctor.

SAVINGS

Empowering workers to engage in remote work saves both the company and employees a significant amount of money. As for companies, savings come in the form of less money spent on office real estate, furniture, janitorial services, electricity, tech maintenance and other overhead costs. Inc. Magazine reports remote employees save between $2,000 and $7,000 per year on transportation, clothes, food, and child-care, than those employees who are office-bound.

Let's explore some communication solutions you can use to make your remote workforce a powerful possibility.

Microsoft Teams

CallTower has been voice enabling Microsoft solutions for years. As a Microsoft Gold Partner providing cloud voice solutions, our monitoring and management services ensure the highest quality user experience. Globally, CallTower is one of few organizations certified to provide voice with Microsoft Teams, which means CallTower can unify geographically displaced workforces across one or many countries. The Microsoft Teams Phone System powered by CallTower enables customers to bring their current voice services into the Microsoft Cloud through Direct Routing and Operator Connect.
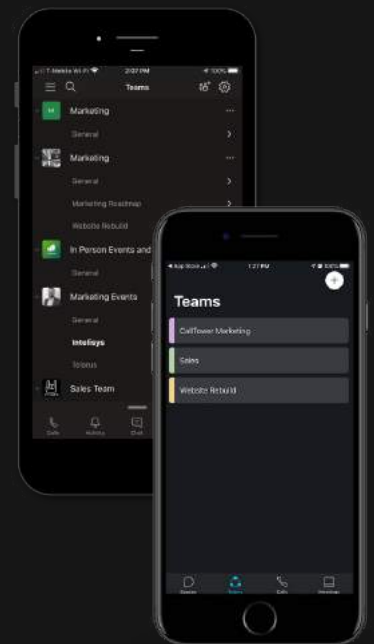
CallTower's Native Solutions ensure the ability to leverage CallTower's preferred rates and unlock the full potential of a Microsoft O365 Phone System. CallTower delivers a seamless suite of fully integrated Microsoft Teams UCaaS and Contact Center solutions that are easy to deploy, easy to use, and can support our customers' transition to a remote workforce.

webex
by CISCO

As organizations become more complex their employees need smarter and better ways to collaborate, across greater distances. This experience should connect people, information, and their teams. Cisco offers this experience – and it is the most secure IP telephone system available. CallTower's Cisco solutions provide the ultimate unified communications capability for all businesses, no matter how small, large, or widely distributed. It delivers a seamless user experience with high-quality, scalable web and video capabilities. CallTower's Cisco offerings are easy–to–use business communication technology tools that support mobility, messaging, conferencing, and presence management.

Cisco Webex is a business communications app that integrates critical features into a single experience. The app is designed for continuous team collaboration with video meetings, group messaging, file sharing and white boarding. Teams can get the full experience and external guests like partners, customers, remote employees, and experts can be added for collaboration.

CONNECT
calltower

MANAGE RAPIDLY CHANGING TECHNOLOGIES WITH EASE ON MOBILE OR DESKTOP

CallTower enables customers to manage rapidly changing technologies through CallTower Connect – a user-friendly portal, created and developed in-house. This proprietary system ensures our customers can administer services without expertise in any one technology or hiring outside consultants to manage their UCaaS platforms.

CallTower Connect is built from the ground up for speed and ease of use. The application is launched from a web browser by an end user or company administrator to add or manage CallTower solutions. CallTower Connect places powerful communication tools within an easy to use mobile or desktop application. A few clicks are all it takes to customize many phone features.

REDUCE ADMINISTRATIVE WORKLOAD

The workload of corporate administrators will decrease as users gain access to a simplified panel where quick changes such as call forwarding, password management, Microsoft Teams conference PIN changes, speed dial button assignments and personalizing voicemail profiles can be made without a call to support.

POWERFUL COMMUNICAITON TOOLS

CallTower Connect places powerful communication tools within an easy-to-use application. A few clicks are all it takes to customize many phone features. CallTower Connect is built from the ground up for speed and ease of use. The application is launched from a web browser by an end user or company administrator to add or manage CallTower hosted services.

LET'S CONNECT