



## Adapt & Thrive: The Changing Remote-Work Environment

Working remotely or from non-traditional offices has been one of the most prominent trends in the business landscape over the past several years. In fact, Global Workplace Analytics recently found that work-at-home has grown a staggering 173% since 2005 – 11% faster than the rest of the workforce and nearly 47 times faster than self-employment (which grew 15% and 4% respectively). The emergence of COVID-19 in early 2020 forced a sudden spike in remote work, but the global pandemic only accelerated and underscored a movement that already had significant momentum.

As businesses across industries take a long view of what the future of successful remote work looks like, sound investments in systems and tools for a geographically dispersed staff will become vital. When exploring solutions to support flexible work, there are some key considerations to bear in mind:

### Enhanced Business Agility & Full-Scope Functionality

In the Digital Era, organizations rely on technology more than ever before. But technology can be an enabler or a hindrance, and it's important to evaluate new tech solutions with a critical eye. When it comes to remote work technologies, one of the most important questions to ask is how a solution improves and supports business agility. Does it allow employees to access the same comprehensive range of functionalities from a mobile device as it does from a desktop computer? Does it integrate with the existing tech stack, or will it require separate or additional maintenance resources?

These are some of the questions the leadership team at Reminger Attorneys at Law asked when they were looking for a dictation solution that their employees could use anytime and anywhere. To enable flexible, full-scope capabilities for remote

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staff, Reminger chose Philips Dictation's web-based SpeechLive application. This allowed employees to quickly onboard and access SpeechLive's full functionality, efficiently capture voice notes, create and share documents, and securely store files no matter what device or operating system they worked from.

### **Seamless Workflows: A Remote Work "Must Have"**

Complementing business agility is business continuity. As it's crucial that teams avoid disruption of client services and internal operations regardless of where they are based, sustaining efficient and well-coordinated workflows is necessary for a successful remote-work model. As mentioned, seamless technological integration to an organization's IT stack is important – but so is the ability for new technologies to fit into established processes and procedures.

To continue the Reminger example above, the firm was challenged to keep pace with the speed and volume clients were accustomed to while the team transitioned to a new remote-work structure. This illustrates another noteworthy reason the firm chose Philips SpeechLive – the intuitive solution enabled full onboarding for the entire staff within just one week. SpeechLive now actually helps Reminger staff save time on dictations and transcriptions, enabling attorneys to dictate more throughout the work day and quickly get files into various work streams.

### **Security Policies:**

#### **Education & Implementation**

Security cannot be overlooked as a key part of the successful remote-work model. One piece of a robust security protocol is the technologies that safeguard sensitive or confidential data: multi-layered encryption, use of the cloud, and password- or biometrics-based access are some examples.

However, equally important is putting standardized policies in place and ensuring staff members are following them, especially with the increased use of personal devices when working remotely. Written and documented security policies accessible to all employees, regularly updated mandatory security training, password complexity requirements (combined with automated expirations for passwords), and third-party security audits are just a few of the ways leading organizations are protecting their businesses as well as their clients.

Remote work is not a passing trend but rather a new way of working that will increasingly become a part of global business culture. To find out more about the right solutions and tools to help your remote teams perform their best no matter when or where they are working, visit our [website](#) or email us at [info.na@speech.com](mailto:info.na@speech.com).