Your Remote Workforce:
We've Got You Covered

COVID-19 has changed the way we live and work. With many state and local governments now issuing shelter-in-place orders, organizations of all sizes are instituting remote workforces. As your outsourced technology provider of choice, we're here to support your organization to work quickly and efficiently to set-up a work-from-home workforce for your employees.

Moving your colleagues, their computers, and their data from a secure office environment to the home—with minimal notice—presents data security risks, from simple technical glitches to accidental human error, and malicious ransomware attacks.

Supporting remote workers is our core business as usual for us, but maybe a newer idea for you and your team. We want you to be comfortable and in the know with our process for setting your team up for successfully working from home routine that may be with us for the coming weeks. Here are the steps we're taking to ensure your smooth and secure transition to a successful remote office set-up:

1 **Secure Infrastructure**
- As we set up your new infrastructure, you can have complete confidence that our technology is based on strong security protocols.

2 **Secure Employee Laptops**
- We'll work with you regarding your employees' laptop and device strategy to ensure they aren't potentially utilizing less secure personal devices for work such as home desktops.
- All devices will be secured with appropriate endpoint protection measures installed, and a strong VPN solution for a secure connection to the company network.
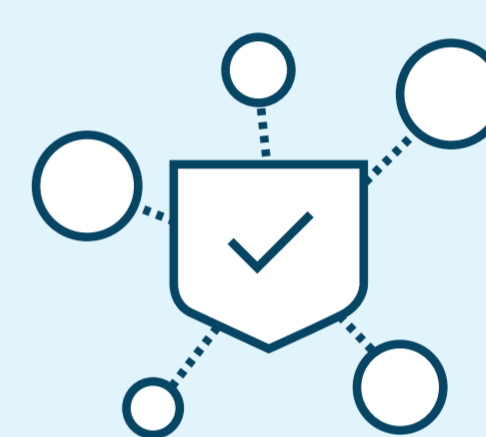
3 **Protect Critical Business Data**
- Your organization will be set up with a company-wide policy that automatically saves documents and data to Google's G Suite or Microsoft O365. Because the data retention policy for these services is typically just 30 days, but no worries, we bring a backup solution to match the frequency and importance of your data.
- We'll take image-based backups of employee laptops—that way, should an employee laptop fail, restoration is quick and easy.
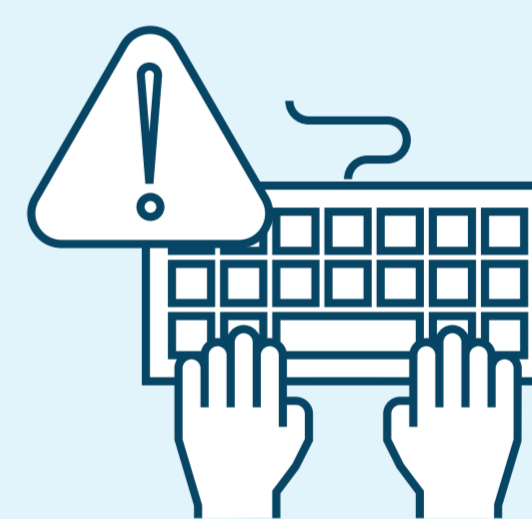- Redundancy is important, so all data will also be backed up offsite

4 **Secure the Network**
- Have no fear: all laptops, and your entire network will be secure, and we'll consistently scan for viruses and ransomware as well as suspicious connections to and from your company.
- Heads up: Cybercriminals will ramp up their exploit activities with the WFH trend. Don't be alarmed, it's our job to protect you, and we're taking every precaution

5 **Utilize Access to Your Help Desk (that's us 😊)**
- You're already used to using our dedicated email or our customer portal to tell us when you need help. So keep doing that! If you need us, we're here.

6 **Communicate**
- We'll discuss the best company-wide communications tools for instant messaging, video conferencing, and telephony. These tools ensure employees can stay productive, be social, and continue collaboration while still keeping the business secure.
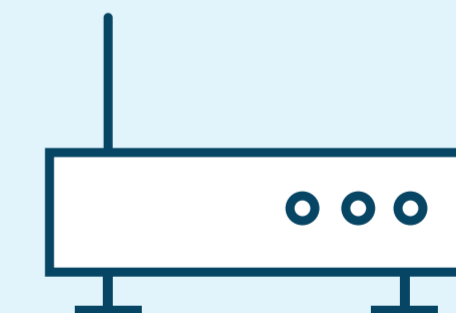
To keep data safe, remember to emphasize the following checklist to employees as we shift them to working from home:

☑ Ensure they create strong, unique passwords for each account and change them regularly (we can help with that).

☑ Have your employees secure their home router by changing the default router password and set their encryption to WPA2 or WPA3 (whichever is highest), restrict inbound and outbound traffic, and switch off WPS.

☑ On any devices where we're not managing backups, have them back up laptops to the cloud.

☑ If they work in a public location, have them be mindful of physical security - use a privacy screen for their laptop, and use the company VPN when using the public WiFi.

Let's make sure your remote workforce is efficient, productive and, most importantly, secure. We're here to help in any way we can. Reach out with any questions you may have.

About [Insert Partner Name]

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