



Creating an  
**Engaged,**  
**Productive** and  
**Efficient** Remote  
Workforce

## Keep Your Employees Engaged, Productive, and Efficient Wherever They Work

Empower your hybrid workforce with the tools and resources they need to maintain high levels of engagement and productivity

# Introduction

The way we work and where we work has changed. One basic fact hasn't – the work still needs to get done. Whether your team works almost entirely at home, has returned to the office, or is balancing work between the two, our solutions can help to keep your employees safe, connected and engaged.

Businesses are looking for opportunities to make improvements to common processes to make them more efficient and better suited for flexible work environments. The need to manage documents, maintain consistent communication and keep information flowing efficiently and securely has many companies looking for reliable partners to work with to solve complex challenges that this new work environment brings.

**81% of people who have been working from home through the COVID-19 pandemic either don't want to go back to the office or would prefer a hybrid schedule going forward.<sup>1</sup>** Flexible work environments are here to stay and businesses need to rethink their hybrid work options.

While many employees appreciate a certain amount of freedom that comes with telecommuting, for some, remote work can feel more demanding than if they were in the office. This is especially true if shifts were made without adequate time for preparation, such as what happened for many businesses that found a need to suddenly alter their policies for remote work. While cultivating a culture of engagement can prove to be a challenge, it is critical for employee satisfaction, which in turn, improves customer experiences and keeps revenue flowing.

By leveraging technology, businesses can deliver the best tools to connect and engage their workforces, ensuring they can do their best work no matter where they are.

## In this eBook, we'll focus on:



Collaboration solutions to promote innovation, productivity, and connectivity



Cloud-based solutions to provide simplified management and seamless connectivity



Process automation that boosts productivity and enhances efficiencies



Expert security solutions that keep your data safe and your team supported

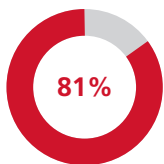
### Source

<sup>1</sup> <https://online.hbs.edu/blog/post/future-of-work-from-home>

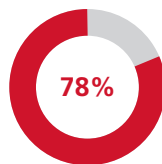




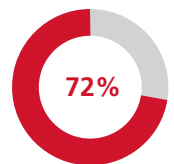
As the scales have tipped towards hybrid work policies, managers are sharing some of their biggest concerns:



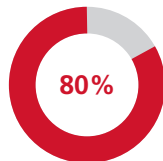
Employee engagement and satisfaction



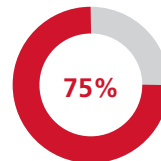
Lack of communication with co-workers



IT support issues<sup>2</sup>



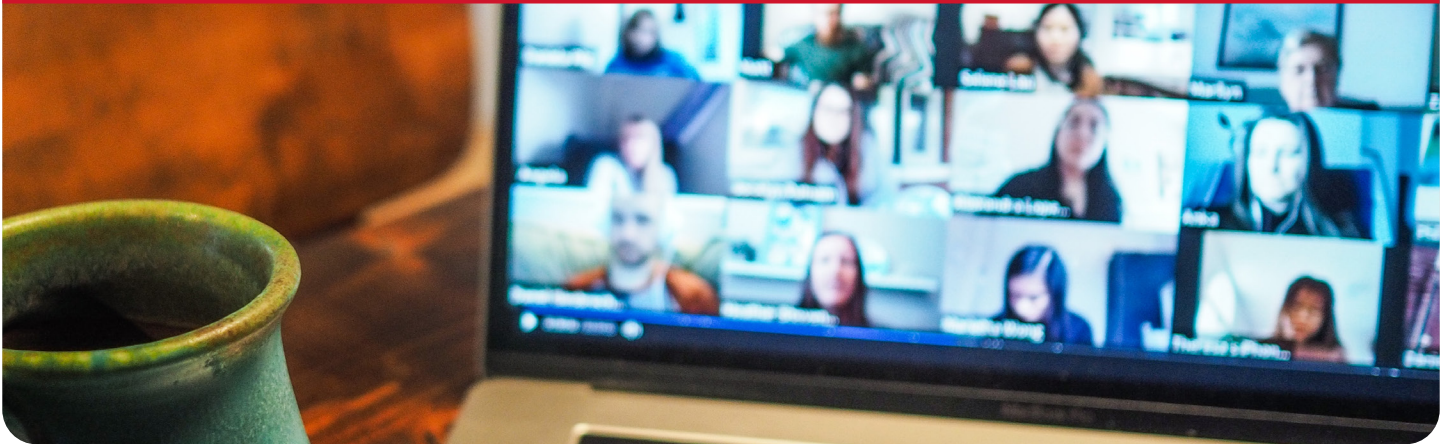
Whether employees are getting their work done



Reduction in team cohesiveness

### Source

<sup>2</sup> <https://www.owllabs.com/hubfs/Owl%20Labs%202019%20State%20of%20Remote%20Work%20Report%20PDF.pdf>



With teams no longer working under the same roof, organizations must provide a range of collaboration and workflow tools to keep business moving and revenue flowing. Not only are these tools vital for daily operations, they also act to enrich the employee experience and decrease feelings of isolation between team members.

Keep the lines of virtual communication open. Staying in sync with the needs of their team, managers are an integral part of helping their employees be successful no matter where they are working. By breaking down barriers to collaboration, your employees can encourage each other to share ideas, build brainstorming sessions into each project, and log important communications.

**86% of employees and executives cite lack of collaboration and ineffective communication for workplace failures.**

Consider these questions as you form a strategy to keep yourself and your team connected:

- Will your team's performance be affected without face-to-face interaction and supervision?
- Is your team feeling isolated? How can you promote communication and inclusion across departments?
- Does your team have more than just email to encourage communication and collaboration? What other tools could you incorporate?

#### Suggested Solutions

### Effective Collaboration Tools

Keep your employees connected and collaborating with voice, video conferencing, file sharing, and chat with innovative platforms like Microsoft Teams that allow for consistent communication. You'll also benefit from user activity reporting, allowing you to determine who and how much your team is using the platform. This type of oversight enables you to also see if further training is needed and what solutions work best for each process or employee/team.

As companies support increasing numbers of hybrid employees, removing the obstacle of disjointed workflows, and business processes has become a major concern for many businesses. Unprotected and difficult to manage files are part of a growing source of stress. There is a need not only for immediate solutions that can be deployed quickly and easily, but also scope to ramp up productivity as part of a longer-term solution that can grow with your company.

Changing work conditions have intensified the need for turnkey, cost-effective solutions to keep pace with the competition and ensure a thriving business.

**A recent U.S. study revealed that 88% of small and mid-size businesses say that automation is a competitive advantage.<sup>3</sup>**

Without a strategy in place to support your workforce, operations can slow to a crawl. Begin by analyzing opportunities to automate and digitize business processes. Do your employees have the tools and resources they need to get the job done?

- **Is too much paper slowing things down? Are manual processes causing errors and leading to a lack of productivity for your team?**
- **What processes can you automate to make workflows smoother and teams more efficient?**
- **Are documents trapped in silos within filing cabinets or personal devices?**
- **Has your business committed to embracing cloud-based technology?**
- **Is your business running on too many fragmented solutions, hindering productivity instead of promoting it?**

### Suggested Solutions

## Document Management

Software such as DocuWare provides flexible integration into any business application, empowering your team to store, share, save, and manage documents and workflows from a laptop, home PC through web clients, or smartphone applications. This is possible through secured, controlled, and logged access only available to authorized users. On-premise, or through the cloud, your documents are safely accessible, usable, and compliant.

Cut down on time-intensive manual processes with the touch of a button by adding efficient document workflow integrators to your multifunction printer. With a range of options tailored to your needs, these solutions simplify processes and increase automation - getting your documents to the right place, in the right format, and saving your team time along the way.

### Source

<sup>3</sup> <https://accelerationeconomy.com/ai-ml/the-state-of-smb-automation/>





You've set expectations for your team on how to be productive and efficient while working from home, but have they been briefed on the security measures that are in place as they work remotely? Implementing new, secured technology can become lost amidst the scramble of trying to support your workforce while also maintaining operations – but it should be high-priority, even with thinly-stretched IT resources.

Keeping your team engaged has a lot to do with the devices, apps, and workflows they use on a regular basis. With work being done from multiple devices, have you checked for potential holes or gaps in security?

As your business adapts, the last thing you need is an increased risk of exposing your data to potential threats. To improve results overall, look at where your technology may need to be upgraded, modified or replaced altogether:

- **Are you balancing the cost and effort to upgrade systems between security and support initiatives?**
- **How do you know who is accessing critical documents? Is your data protected?**
- **Do you have a formal plan in place if data were to be compromised? Is your business prepared to handle a data breach?**

### Suggested Solutions

## Empower Your Team with Centralized, Accessible, and Secured Data

Packaged services built around productivity platforms such as Microsoft 365 can alleviate the cost of multiple point solutions and licensing complexities. Instead of fragmented, dispersed platforms that are difficult to manage and support, you can enjoy the benefits of consolidated and integrated solutions that today's modern work environments require.

Additionally, security services like end-point protection with 24/7 monitoring can help identify or respond to an active threat, limiting potentially irreparable damage to your company caused by cyber attacks and security breaches. Paired with cloud server management and monitoring that provide backed-up data and recovery in the event of disaster or interruption, this combination of solutions can offer peace of mind when you need it the most.



As we continue to adapt, there has never been greater urgency to adopt digitized, cloud-based, and automated solutions. Your employees need it and your customers demand it. How we do business continues to rapidly change and demands that we keep up with that change – or get left behind.

No matter what challenges your business is currently facing, Ricoh can provide the tools, technologies, and services you need to succeed.

At Ricoh, we understand the concerns that leaders experience when making this transition. That's why we bring years of experience and support to every partnership - providing the resources and people to help get you through it. Our end-to-end business operation solutions can be easily and rapidly deployed, keeping security, and cost-effectiveness in mind. From day one, our team of experts do all the heavy lifting so your team can focus on the work at hand. We are dedicated to helping businesses like yours work smarter. Let us help you empower and engage your workforce to accomplish more.

**For more information, contact your Ricoh sales representative.**

This document is for informational purposes only and this document and any related services or products described herein are not intended to provide any legal, regulatory, compliance, or other similar advice. You are solely responsible for ensuring your own compliance with all legal, regulatory, compliance, or other similar obligations. While care has been taken to ensure the accuracy of this information, Ricoh makes no representation or warranties about the accuracy, completeness or adequacy of the information contained herein, and shall not be liable for any errors or omissions in these materials. Actual results will vary depending upon use of the products and services and the conditions and factors affecting performance. The only warranties for Ricoh products and services are as set forth in the express warranty statements accompanying them.