



Is your remote workforce happy?

Uncover and clear
the 5 roadblocks to
remote performance





In 2020, many businesses saw across-the-board mobilisation of their workforce.

Today, 50% of the UK workforce is now working remotely¹, leading to a paradigm shift across all types of B2B and B2C facing industries. As a result, 41% of organisations are considering downsizing office space², using hub and spoke work models to lower their HQ footprints and overheads.

What does this mean for operations teams?

Responsibility for maintaining the quality, effectiveness and efficiency of teams - and creating strategies to improve productivity and well-being - have meant that operations teams find themselves with a whole new set of challenges when taking command of remote workers.

Just as tough is managing the logistics associated with expense spend, authorisations and reimbursement with a higher number of people spread across more locations. Keeping on top of expenditure, effort and return is now a full-time job in itself.

With pressure on operations to reduce administrative burden and smooth processes and support, understanding the day-to-day frustrations of remote workers is key.



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The 5 'frustration' roadblocks that stifle remote performance:



1. Poor communication

No one likes to be left out of the loop.

1 in 5 employees feel they lack connection or communication with colleagues³ which can leave them feeling frustrated, blocked or compromised.



2. Lack of motivation

Unhappy and disengaged workers can be 20% less commercially successful.⁴

With 12% of remote workers feeling a loss of community and 10% suffering poor social interaction, many are feeling unhappy, anxious and depressed.



3. Reduced visibility and accountability

Over a third of those working away from the office have experienced problems with staff interaction and cooperation.⁴

And 1 in 3 have had difficulties line-managing home workers.⁶



4. Insufficient support

When out of the office, many employees lack access to the tools they need to do their job effectively.

62%⁷ of employees feel leaders require a better understanding of technology that enables remote working.



5. Out of pocket delays

Submitting forms and receipts from remote locations causes delays in manual pay and reclaim processes.

70% of employees would look for a new job when faced with constant reimbursement delays.⁸

Providing employees with the flexibility they need to be ‘out of the office’ while also ensuring the security and integrity of company funds.

Ops teams need to find the right balance between control and responsiveness so that everyone’s needs can be met. With the right solution, employees can get maximum convenience and empowerment with minimal effort, and businesses can ensure legitimate spending in line with company policy.

Submitting forms and receipts from remote locations causes delays in manual pay and reclaim processes. This can create resentment among staff and even cause some to seek opportunities elsewhere. 70% of employees would look for a new job when faced with constant reimbursement delays.⁸

For this to happen, there must be a change.

All too often employee expenses, reimbursements, and reconciliations rely on tools that have remained unaltered for a long time such as

paper receipts, manual expense forms and spreadsheets. Errors, authorisation queries and misunderstanding on what is in and out of scope can impact productivity, employee wellbeing and inter-department collaboration.

Within the context of remote working, manual, paper-based expense processes can hold back a business. Ops teams need to work with Finance teams and HR to implement more efficient expense solutions and processes so that when an employee needs to incur an expense, they can do so quickly, accurately, and without it costing them extra time.

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Five ways Ops teams can transform expenses and smash performance killers:



1. Free out-of-office workers by getting rid of manual processes

Make your team feel valued by taking away the burden of manual expense submissions. Automate the claim submission process with easy to use cloud-based tools that allow them to forgo forms and submit expenses online. This also enables remote finance teams to continue managing and monitoring costs, with real-time access to submitted claims/receipts.



2. Boost on-the-road productivity with time-saving apps

Ditch receipt stapling, filing and submission and go paperless with a mobile expense app that lets remote workers record and submit receipts digitally on their smartphone. Recent changes to HMRC tax and VAT reporting means that most receipts can now be submitted electronically (check with HMRC for exceptions).



3. Remove out-of-pocket frustration with integrated expense cards

Employees shouldn't have to wait for legitimate purchases to be reimbursed. Make it easier for them to pay for what they need, when they need it, using a payment solution like Allstar Plus that covers all types of expenses.



4. Reduce conflict and pain with tailored pre-spend controls

Look for a payment solution that allows every card to be easily customised with pre-spend controls that can be personalised for every user (to reflect their job role, seniority or travel requirements for example). This ensures expenditure is in line with the policy before a purchase is made and removes authorisation issues which are a constant source of conflict/pain between remote employees, line managers and accounts teams.



5. Unlock and share data with real-time dashboards

Automating processes, digitising receipt capture and providing payment methods with prespend controls, opens the door to real-time data on employee spending and makes it easier to access through online dashboards. Armed with deeper insight, Ops teams can produce custom reports and provide departmental guidance that makes expenditure more visible, improves cashflow control and aids better decision making. It also allows Ops teams to identify potential issues and opportunities. Working with finance teams, they can respond with new policies, controls or solutions.



4. Make roadblocks a thing of the past

By embracing new technology and tools such as Intellilink (by Allstar in partnership with Visa), Ops teams can add value across the entire organisation. Not just remote workers but those that are office-bound too.

Digitising the payment and expense processes means that all of the associated admin and supporting roles can all be performed from any location, at any time.

Convenient and fast for everyone in the expense loop, it removes the hassle of paperwork and the pressure of delays. Importantly it opens up new insight so that employees and

management teams can join the dots on their expenditure and no one is left out in the cold.

Get expenses right and you are on the road to making everyone happy!



Are expenses holding your business back?

Save time, cut costs and gain control with Allstar

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Allstar Business Solutions is a leading UK business and fuel expenses card provider with over 40 years of industry experience. Allstar provides its customers with access to the UK's largest fuel card network. The Allstar fuel cards are accepted at most UK fuel sites, including at all major oil brands and low-cost supermarket sites.

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www.allstarcard.co.uk



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