TeamViewer

Level Up Your Business With Remote Access

See how remote access technology helps keep
enterprises at the top of their game.

Introduction

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The world's biggest companies have enormous hubs and extraordinary network solutions at their fingertips, enabling them to serve many customers all over the world very quickly. Staying competitive against these giants can be tough, but it's far from impossible.

Enterprises of all sizes are known for using a personalized touch to increase their competitive advantage. Enabling that personalized touch frequently needs the right technology to scale that competitive advantage. With remote desktop access and support, enterprises can leverage all the tools at their disposal to collaborate and troubleshoot faster and more efficiently than ever before.

Let's take a look at how remote access solutions give you a competitive edge by helping your business stay connected, secure, and productive.

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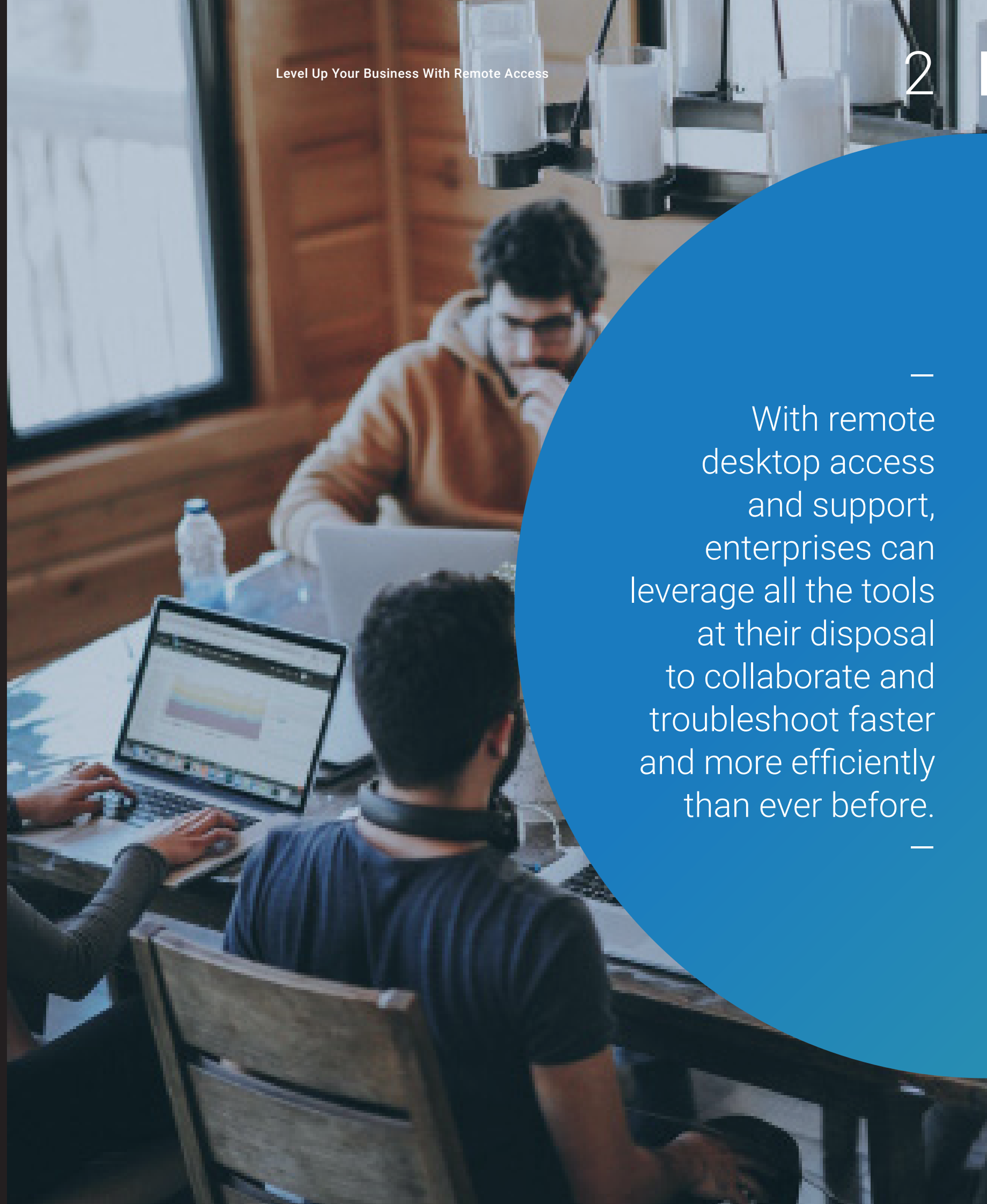
Staying Connected

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While you may not be a giant in your industry yet, it's still possible to get ahead of your largest competitors. Staying connected to remote contacts and team members is an essential key to success, especially for competitive enterprises.

When your employees are on the same page, it's possible to work as a team in real time from any location. With a remote screen sharing tool, your employees can collaborate on documents, share presentations, make edits, get input from multiple co-workers at once, and more. You can enable easier processes even when the team is out of the office.

According to the 2017 State of the American Workplace survey, **43% of U.S. workers said they've spent at least some time working remotely**.[1] As the shift toward telecommuting continues, it's vital that your employees are still able to collaborate effectively, and that your IT team can access and offer support for their devices from any location.

Remote access technology gives you the ability to stay connected without travel downtime. That's particularly important in customer-facing roles like training, sales, and engineering where getting to the customer can be time-consuming.

Research shows that the average response time to handle a customer service request via email is 12 hours and 10 minutes,[2] with in-person support taking even longer. Making your customers wait that long creates frustration and results in a poor customer service experience. With remote support, you're able to offer more immediate solutions as soon as a problem arises. Additionally, time previously spent on the road to on-site service calls can now be spent on higher-profit ventures, like providing solutions to solve customers' problems.

Remote access empowers enterprises to communicate across vast distances and enables instant support and collaboration between employees, no matter how far apart they may be geographically. Whether teams are looking to make sales, resolve customer issues, get technical support, or collaborate on a project, a remote access tool can deliver immediate, real-time access to the information needed.

A best-in-class remote access tool will offer:
- Project Collaboriation
- Video Conferencing
- Instant Online Meetings
- Presentation Sharing
- Secure File Sharing

It's much easier to deploy, maintain, and secure a single solution than to oversee a group of independent, disconnected applications for messaging, file sharing, support, and collaboration. Streamlining these processes allows employees, management, and IT to work in unison towards higher-level business objectives.

1 http://news.gallup.com/reports/199961/state-american-workplace-report-2017.aspx

2 https://www.superoffice.com/blog/customer-service-benchmark-report/

Staying Productive

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For enterprises especially, time is money. According to market research firm IDC, **actively disengaged employees cost the U.S. $483 billion to $605 billion each year in lost productivity**.[3] That being said, the single most important benefit to a remote access solution is that it empowers your business to be more productive, and therefore profitable.

Higher productivity is possible for employees, management, and IT support with remote access solutions. Being able to quickly follow up on tasks and track project progress in real-time makes it possible for everyone to be held accountable for their work, no matter where they do it. It also allows remote workers to collaborate on revenue-generating projects with colleagues in the office or at client visits.

91% of workers, whatever their profession, feel more productive when working remotely compared to in the office.[4] Allowing your employees to work in whatever environment is most productive for them results in higher-quality work that creates value for your business and its customers.

A remote access solution that enables more flexible working practices and improves resource utilization gives your staff a morale boost while still being cost-effective. By helping improve your employees' work/life balance, you'll have an enhanced corporate culture and more productive employees.

In fact, Gallup's State of the American Workplace found that **53% of employees say a role that allows them to have greater work-life balance and better personal well-being is "very important" to them**.[5] Take a cue from these successful companies—make sure your company prioritizes a work/life balance and your productivity will certainly increase.

You can implement remote access software without hindering day-to-day business operations. That continuity ensures your team has the secure tools necessary to work effectively at any time, from anywhere. With permission-based setup for users and devices, IT admins can assign permissions to specific employees, access devices for updates and maintenance without interrupting work, and quickly revoke access in the event of device loss/employee turnover.

Deploying a single, comprehensive solution ensures that all employee software is always up-to-date, security updates are applied to every device at once to save time, and the user experience is consistent across devices and locations. .

3   http://news.gallup.com/reports/199961/7.aspx#aspnetForm

4   https://cdn2.hubspot.net/hubfs/443262/TINYpulse_What_Leaders_Need_to_Know_About_Remote_Workers.
     pdf?t=1462203875281

5   http://news.gallup.com/reports/199961/state-american-workplace-report-2017.aspx

Staying Secure

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All businesses, regardless of size, are at potential risk for security breaches. Simply put, you cannot ignore cybersecurity if you want to protect your business and keep it running smoothly.

Even if your industry is relatively unregulated, you have a responsibility to protect your business, your employees, and your customers from potential data breaches. Do this by monitoring the company's compliance with data protection legislation, regularly reviewing data handling and processing activities, rolling out security updates when required, and being especially vigilant about security when remote devices are used.

Evolving your company culture is possible without compromising security. Work from home, bring your own device (BYOD) policies, and flexible schedules factor into a company culture that keeps your employees satisfied and productive. While there's an added security risk once a device in your IT system moves beyond your physical premises, the remote work benefits vastly outweigh the cons. By adequately protecting your devices, you can take advantage of what remote work has to offer without being worried about a breach.

No matter whether your employees are using a company or personal device, it's important to use something more robust than the easily hackable combination of a
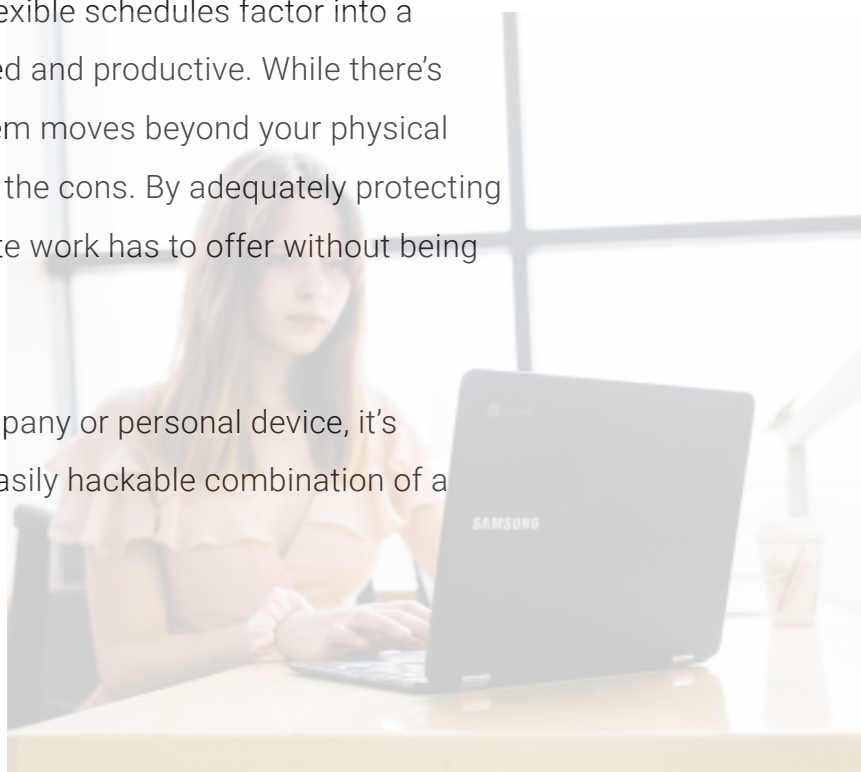
user ID and password. Using RSA public keys and two-factor authentication is a much more secure option.

If you use mobile devices in the field, the data sent and received should be encrypted so that it can't be intercepted. This is particularly important on public networks. For example, if your employees often work from coffee shops or airports with Wi-Fi hotspots, **make sure to look for a solution that offers 256-bit AES encryption, which is so strong that it would take even the fastest supercomputer in the world millions of years to crack**.[6] Now that's secure.

Whether you supply the hardware or operate a BYOD policy, make sure to have a whitelist linked to specific devices' hardware configuration to ensure that only authorized devices can connect to your systems. A best-in-class remote access solution will provide a mechanism to revoke access to individual devices or groups of devices as required. This will give you the control to remotely disable or erase device content in the event of loss or theft.

With secure remote access, employees can collaborate, innovate, and drive profits no matter where they are, without leaving your business vulnerable to attack. This is key for companies looking to build consumer trust and accelerate growth.

[6] https://www.thesslstore.com/blog/what-is-256-bit-encryption

Conclusion

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Remote access solutions can make an extraordinary difference in the way you do business, enabling you to do more with the assets and talent you already possess. It empowers enterprises to find and maintain a competitive edge against larger firms. Staying connected, productive, and secure with a remote access solution isn't just a best practice—it's your secret weapon to level up your entire business.

Discover more ways that companies can use TeamViewer's remote access and IT management solutions to enhance their collaboration, security, and productivity.

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