

# Work Anywhere:

## The nuts and bolts of powering your remote workforce



Across the globe, more employees than ever before are now working from home.

While the pandemic forced some companies' hands, this work-at-home revolution has been a long time coming.

And enterprise should embrace this change, if only for its own self interest.

The benefits of allowing employees to work from home are well established over decades of research. Employees, by and large, are more productive at home and they report higher job satisfaction. A remote workforce saves enterprise enormous costs in office expenses, and makes a company more competitive: Remote options increase a company's ability to attract and retain the best employees as well as its ability to have 24-hour coverage from locations around the globe.

So, how do you implement a remote infrastructure in your organization?

This paper covers:

- The well-researched benefits of offering remote options to staff
- How companies are responding to the call to work from home
- Five steps to setting up your remote work infrastructure

# The advantages of a remote workforce

Numerous studies over decades outline the benefits of offering remote options to employees, or even having a 100% remote workforce.

## Employees are more productive at home

The Harvard Business Review conducted **its own study**<sup>1</sup> showing that knowledge workers are more productive working at home, comparing a survey of the same employees in 2013 and then after lockdown started. After moving home, they spent 12% less time drawn into large meetings and 9% more time interacting with customers and external partners. Perhaps more significantly, they took more ownership of their work: those surveyed performed 50% more tasks through their own initiative and half as many tasks because someone else asked them to.

And **Prodoscore**, an employee visibility software firm, **evaluated 30,000 U.S.-based Prodoscore users** during March and April of 2020. Compared to the same period in 2019, employees had upped their productivity by 47%.

## Telecommuters report higher job satisfaction

According to a **study by Amerisleep**<sup>2</sup>, remote workers were 57% more likely to be satisfied with their jobs than the average American.

And **this survey**<sup>3</sup> by Leadership IQ showed similar results: people who work from home are almost twice as likely to love their jobs than employees who go in to the office. And mobile workers (those with the option of working in the office or at home) were about 58% more likely to love their jobs than their exclusively office-based peers.

## Enterprise saves big money when staff works remotely

According to **Global WorkplaceAnalytics**<sup>4</sup>, almost 6 out of 10 employers identify cost savings as a major benefit of telecommuting. The average real estate savings with full-time telework is \$10,000 per employee, per year.

Companies also cited savings from relocation services, in-office food and cleaning and employee retention.

<sup>1</sup> "Research: Knowledge Workers Are More Productive from Home" by Julian Birkinshaw, Jordan Cohen, and Pawel Stach, Harvard Business Review, August 31, 2020

<sup>2</sup> "Remote Workers and Rest," Amerisleep study of 1,000 workers, November 18th, 2020

<sup>3</sup> "You're 87% More Likely To Love Your Job If You Work From Home," by Mark Murphy, Forbes, Jan 24, 2016

<sup>4</sup> "Advantages of Agile Work Strategies For Companies," Global Workplace Analytics, Pros and Cons.





## Offering remote positions makes a company more competitive

**GetAbstract**<sup>5</sup> survey reports that almost 43% of full-time employees in America want to work remotely even once the epidemic has passed.

In this increasingly global economy, the ability to hire globally regardless of whether or not your enterprise has an office in the area can be a make-or-break proposition, especially when hiring in-demand tech workers and with a 24/7 customer base.

### Remote options increase a company's ability to attract and retain the best employees

Globally, workers are expecting flexible work options from companies that, in turn, expect them to stick around. **A piece in Thrive Global Community**<sup>6</sup> points out that an enterprise is less likely to lose employees when they need to move and greater access to a global workforce increases the chance of attracting serious candidates who are wanting an opportunity for the long haul. Those wishing to attract more women into male-dominated fields like IT and tech find that increased work-at-home options makes balancing family and work an easier prospect for top female talent.

### Companies are getting the message

According to a **TechRepublic Premium survey**<sup>7</sup> of CXOs, 13% of respondents saw remote work as a top 2021 budget priority. 26% of respondents reported that they will spend more on remote technologies that enable employees to work from home, 22% will spend more on security and 19% said most of their IT staff will work from home permanently even after the pandemic is over.

As far back as 2018, 63% of US companies had remote workers, according to a **2018 Upwork Study**.<sup>8</sup> And numbers, already rising exponentially, have only been spurred by the pandemic.

<sup>5</sup>"A Majority of US Employees Want Remote Work Arrangements to Stay," a Get Abstract National US Survey.

<sup>6</sup>"Why Remote Hiring Increases Employee Retention Rate," July 6, 2018

<sup>7</sup>"Research: How COVID-19 will affect 2021 IT budgets," TechRepublic, August 24, 2020

<sup>8</sup>"2018 Future Workforce Report: Hiring manager insights on flexible and remote work trends," Feb 26, 2018

# Okay, then. So how do you do it?

## Step 1. Ensure your infrastructure is in the cloud

While cloud storage has many advantages including lowered costs, increased security and more protections against data loss, the feature that makes it indispensable for equipping remote workers is its mobility. Cloud storage is the first step (or even pre-step) for allowing workers to be efficient no matter the physical location.

There are many well-regarded cloud storage companies, and it's probably best to check with your mobile device management (MDM) vendor to see if they offer their own cloud storage capabilities. [Learn about Jamf Cloud.](#)

## Step 2. Ensure fast and secure Wi-Fi

A Virtual Private Network (VPN) is crucial to keeping your data, your devices and your employees safe and working smoothly. It's not only important for security, but it also gives your employees a central place to work together. They can share files, text chat and engage in video calls all in an enclosed network that is easy for them to access anywhere, but that also prevents outside agents from seeing or downloading sensitive company information.

There are a variety of well-regarded VPN services on the market, including Cisco AnyConnect, FortiClient and NordVPN. Research your options. You want a secure VPN service, but you also want a fast one. The last thing you want is for employees to suffer an extreme lag when they are trying to get work done.

## Step 3. Set up security protocols

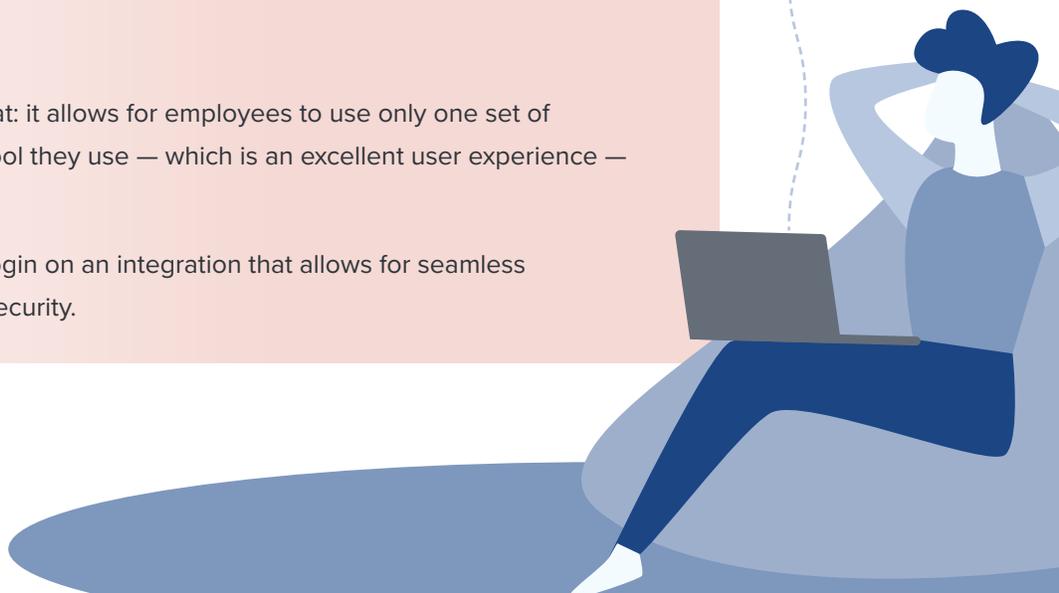
While remote work requires extra security protections, if your security infrastructure weighs down your employee experience and slows down devices, you've set yourself up for lower productivity, increased frustration and even attempts to bypass security just for staff to get their work done.

With this in mind, three features are a must: single sign-on, two-factor authentication and endpoint protection.

### Single Sign-On

Single sign-on is a double-threat: it allows for employees to use only one set of credentials to sign into every tool they use — which is an excellent user experience — and it increases security.

Jamf has partnered with OneLogin on an integration that allows for seamless authentication and increased security.



OneLogin's pre-built integrations with Jamf Connect and Jamf Pro enable IT administrators to:

- **Manage authentication to all apps and all devices:** Enable **single sign-on (SSO)** and **next-gen multi-factor authentication (MFA)** to secure user access to applications on Apple devices.
- **Simplify account administration and setup:** Synchronize user and group information from OneLogin's Unified Cloud Directory to Jamf Pro via **OneLogin VLDAP Service** to auto-setup user profiles and apply role-based security policies.
- **Secure endpoint access:** Enable strong password policy enforcement and directory authentication on non-domain joined devices, such as corporate laptops, no matter where users are located.
- **Optimize the user experience:** Offer your users a seamless experience for logging into their machine and applications using one password and enabling self-service password reset to prevent account lockout.
- **Keep up with compliance:** Gain an audit trail for tracking device logins and event data, while also managing machine passwords to ensure compliance with company policies.

[Learn about Jamf Connect.](#)

### **Two-Factor Authentication**

A two-factor authentication process additionally protects your company data in the event that an employee has left their laptop open or allowed another security breach. This process simply requires that a user authenticate who they are via another method — usually a phone call or email. Companies such as Duo, Google Authenticator or Lastpass offer it. Double-check to see if your SSO provider also offers two-factor authentication before you purchase this. Many offer it built-in.

### **Endpoint Protection**

When considering endpoint protection for your Apple devices, it's important to keep several things in mind.

First, you want endpoint protection that is built specifically for the Mac. When Mac fleets burden themselves with catch-all malware protection, the protection can often slow down work to a crawl, as there are layers of malware protections for PC-only that the software has to crunch through, using up CPU, that is completely useless for a Mac system.



Second, you want endpoint protection that is agile. While searching for known malware and remediating the damage is nice, a system with behavior-based security can catch known and unknown bad agents and stop them before they can even start damaging the device and rummaging through your data. Behavior-based security is proactive. It monitors relevant activity on a network so that deviations from normal patterns (such as a camera turning itself on at 4:00 am or an app downloading itself through a macro) can be identified and stopped quickly and automatically.

You also want a system that can offer you detailed and filterable results of incidents such as these so that IT security can get a sense of what is happening and take steps to secure, remediate or prevent attacks.

Jamf Protect, purpose-built for Mac from the ground up, offers all of these advantages and more: preventing, detecting, monitoring and remediating security issues while improving the end-user experience. [\*\*Learn about Jamf Protect.\*\*](#)

#### **Step 4. Manage your devices and software**

The best way to manage a fleet of Apple devices is with an enterprise mobility manager (EMM). Jamf Pro, the standard in Apple Enterprise Management, has you covered.

You can manage and protect all your iPad, iPhone, Mac and Apple TV devices from anywhere with Jamf Pro — without having to ever touch a device. Enjoy zero-touch deployments and onboarding, inventory management and more:

**Zero-touch deployment:** Automatically enroll and configure new devices without requiring hands-on support from IT. Go from new-in-box to ready-to-use without time-consuming imaging or manual configuration.

**Device management:** Go beyond simple troubleshooting and keep devices up to date and secure with smart targeting, configuration profiles, policies and scripts.

**App management:** Jamf [\*\*Self Service\*\*](#) takes the app catalog to a whole new level and offers IT-approved apps, resources and configurations to users to access on demand.

**Inventory management:** Automatically collect user, hardware, software and security device data or customize inventory specifications with extension attributes, such as the output of a script or the status of a third-party app.

Of particular interest to those hiring remotely: Jamf Pro allows for remote wiping and locking of devices that are lost, stolen or not returned by exiting employees.

[\*\*Learn about Jamf Pro.\*\*](#)

## Step 5. Determine, manage and inventory employee software needs

All employees will need some of the same software: a group chat app for fast and informal discussion among employees such as Slack or Discord, video conferencing software such as Zoom and an office suite for email, word processing and spreadsheets such as Office 365.

But each department and even individual may have other needs. IT will need specialized software, as will graphic designers and sales teams. To corral all of these options can seem daunting.

That's why, in addition to our Self Service app catalog, Jamf has partnered with BetterCloud, the pioneer and leader of the SaaSops category. As a SaaSops platform, BetterCloud helps IT and Security teams discover, manage and secure applications through centralized and automated operations resulting in reduced friction, improved collaboration and a better employee experience.

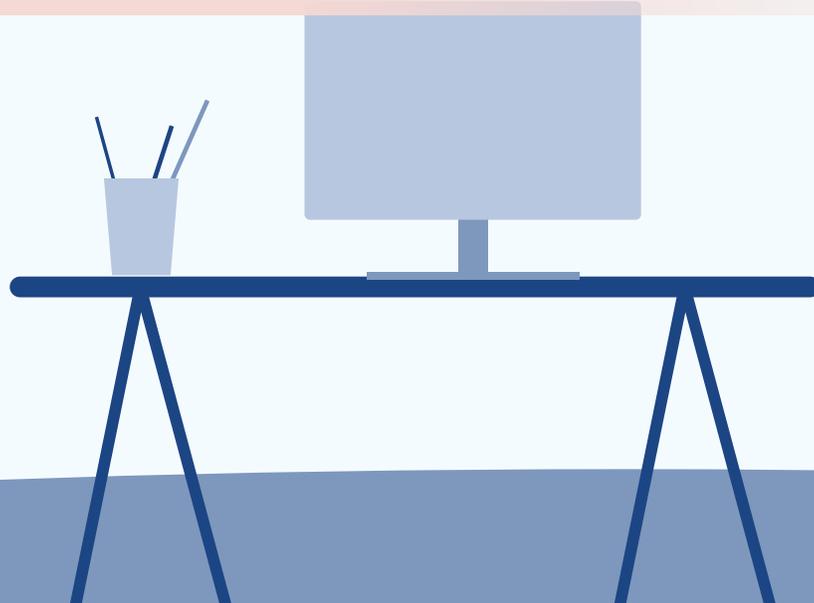
### **BetterCloud + Jamf Pro Integration**

BetterCloud's integration with Jamf enables IT teams to simplify and automate the management and security of users, applications and devices within the Apple ecosystem. BetterCloud enables the execution of automated workflows for onboarding and offboarding of users and locking down devices to mitigate insider threats. More specifically, the BetterCloud + Jamf integration allows specific automated workflow actions to create/delete admins in Jamf Cloud, delete users from Jamf Cloud, lock user devices and require a passcode to unlock them, unlock a user account in Jamf Cloud and unmanage retired Apple devices from Jamf Cloud.

BetterCloud helps customers with user lifecycle management, visibility and auditability, insider threats and permissions controls.

Automate the fundamentals of Apple mobility with Jamf, OneLogin and BetterCloud — empower your employees to work anywhere.

**[Learn about our partnerships enabling users to work anywhere.](#)**





## **Drive work-anywhere initiatives at your organization**

Statistics show that the work-anywhere movement is only starting to hit its stride. With the right solutions and workflows in place, you can thrive in ways that were only imaginable a year ago. Reap the rewards of a re-charged and rejuvenated workforce, hire and retain the best talent, and keep every Apple device connected, managed and protected with Jamf.

### **[Get Started](#)**

**Or contact your preferred authorized reseller of Apple devices to take Jamf for a test drive.**