

5 STEPS TO WORK FROM HOME SUCCESS



conectys

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STEPS

5

To Work from Home Success

HOW TO GET THE MOST OUT OF THE VIRTUAL WORK MODEL

Work from Home has been successfully implemented around the world with results ranging from lower office costs, to happier, more productive staff.

Conectys offers its clients the full stack of Work from Home benefits for their outsourced projects in 5 quick steps.

70% HIGHER SCALABILITY TO DEMAND PEAKS

LARGE POOL OF SPECIALIST PROFILES

MULTILINGUAL & MULTICULTURAL

24 / 7 / 365 DELIVERY

BRAND AFFINITY

1. Establish a company policy

In order to reap all the advantages of the Work from Home model, companies need to test and develop processes and policies regulating remote work. From recruitment, to technical specs, QA monitoring, risk management, and social support, home working raises questions that require swift answers.

2. Understand employment laws

Whether looking for international agents to cover seasonal spikes or unusual language combinations, understanding employment laws saves a lot of hassle down the line. Different legislations concerning holidays, sick pay, taxes and health insurance can dictate the course of a collaboration.

3. Choose the Right People

Profiling is key when recruiting for Work from Home positions. The process is highly tailored, in order to gain better access to industry experts. Agents are thus chosen to be responsible and self-disciplined. They are highly proficient, knowledgeable and passionate, and can make the perfect Brand Ambassadors.

4. Manage connectivity and risk

Accessibility and data security are two main concerns of working remotely. A secure internet connection, cloud-based tools, a clear set of quality and productivity policies, as well as a sound business continuity plan are paramount to a smooth, safe service delivery.

5. Ensure Support Visibility

Work from Home agents need to receive the same coaching and support as on-site teams. E-learning tools aligned to on-site training schemes, as well as frequent communication between virtual agents, managers and in-house staff create a 'water-cooler effect' that improves efficiency and team spirit.

Creating a successful Work from Home program takes dedication, care, creativity and trust, but the rewards are undeniable - deeper service personalisation, quick ramp-up capabilities and the best multilingual and multicultural agents delivering top solutions on behalf of global brands. Work from Home is here to stay.



Thank you for reading.
Want to know more?
Click to get in touch!

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35

LANGUAGES

24/7

DELIVERY

5

LOCATIONS

1,050

SEATS

2014 Outsourcing Industry Winner



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