

# Support Teleworkers and Branch Offices

## *Benefits & Proof Points*



Allow employees to work from multiple locations, whether satellite offices, home offices, or when traveling with full security and access to all the resources, applications, and files they would have in the main office.

### Cisco Advantage

Cisco facilitates the creation of secure workspaces in remote locations using a range of endpoints and offering built-in support for high-quality video, voice, and data access matching what is available in corporate offices.

### Implementation Benefits

- Integrate cross-functional responsibilities to simplify collaboration, no matter where people are located.
- Locate employees and offices where they are most needed to support customers or where talent pools of specific expertise exist.
- Reduce employee travel, real-estate costs, and greenhouse gas emissions.
- Utilize office space more efficiently by creating flexible vs. dedicated workspaces for employees who are not regularly in the office.
- Allow remote offices to stay closely connected to the main office(s) with instant visual collaboration.
- Extend specialized services to every branch, providing more services to customers and departments at lower costs.
- Enhance productivity and teamwork for mobile workers by giving them quicker access to experts to resolve customer problems.
- Improve customer satisfaction by enabling mobile worker availability wherever they are and maintaining customer service during a crisis.
- Lower mobility costs using cost-effective alternatives, such as reducing roaming and toll charges by placing and receiving calls over the Internet or your corporate wireless network.
- Help employees maintain work/life balance by providing flexible working options and improving workforce recruitment, retention and satisfaction.

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## Statistics & Proof Points

- According to the latest Census numbers, 4.5% of Americans, or about 6.5 million people, are working from home most of the time. That's up from 3.2% in 2000, and roughly double the proportion in 1980.<sup>1</sup>
- In the United States, those who spend up to 20% of their time working remotely are the most engaged of all workers surveyed.<sup>2</sup>
- 6.1 million individuals in the U.S. can be categorized as remote workers.<sup>3</sup>
- Nearly 4 out of 10 companies currently allow some employees to work remotely.<sup>4</sup>
- 49% of respondents telecommute at least once a week.<sup>5</sup>
- 82% of telecommuters reported lower stress levels.<sup>6</sup>
- 80% of workers reported higher morale when working from home, while 69% reported lower absenteeism.<sup>7</sup>
- Offering remote work options reduced employee turnover, and “job attrition rates fell by over 50%”.<sup>8</sup>
- Bureau of Labor Statistics data shows that in 2015, 23% of employees reported doing some of their work remotely, up from 19% in 2003.<sup>9</sup>
- Worldwide, more than 50% of people who telecommute part-time said they wanted to increase their remote hours. Additionally, 79% of knowledge workers said they work from home, and 60% of remote workers said that if they could, they would leave their current job for a full-time remote position at the same pay rate.<sup>10</sup>

## For More Information

Go to the [Selling Collaboration Use Case Tool](#).

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<sup>1</sup> NextGov: Did people telework before computers (Dec 2015) <http://www.nextgov.com/cio-briefing/wired-workplace/2015/12/did-people-telework-computers/124167/?oref=nextgov-mobility>

<sup>2</sup> Steelcase: [The Open Office Doesn't Have to be the End of Privacy](#) (Feb 2015) <http://www.steelcase.com/posts/open-plan-office-doesnt-mean-end-privacy/>

<sup>3</sup> Ready Talk: The State of the Remote Worker <https://www.readytalk.com/sites/default/files/readytalkremotefinfographic.png>

<sup>4</sup> Ready Talk: The State of the Remote Worker <https://www.readytalk.com/sites/default/files/readytalkremotefinfographic.png>

<sup>5</sup> PGI: State of Telecommuting (2014) <http://www.slideshare.net/PGI/state-of-telecommuting-2014-pgi-report/1>

<sup>6</sup> PGI: State of Telecommuting (2014) <http://www.slideshare.net/PGI/state-of-telecommuting-2014-pgi-report/1>

<sup>7</sup> PGI: State of Telecommuting (2014) <http://www.slideshare.net/PGI/state-of-telecommuting-2014-pgi-report/1>

<sup>8</sup> Remote.co: 10 Stats about Remote Work (2015) <https://remote.co/10-stats-about-remote-work>

<sup>9</sup> Remote.co: 10 Stats about Remote Work (2015) <https://remote.co/10-stats-about-remote-work>

<sup>10</sup> Remote.co: 10 Stats about Remote Work (2015) <https://remote.co/10-stats-about-remote-work>



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