Work From Home with Dial a Nerd

Dial a Nerd offers the unique ability to build an agile organisation by growing your employee's digital capability through direct support, education and development of your employee's digital skills, knowledge and confidence – simplifying technology for people.
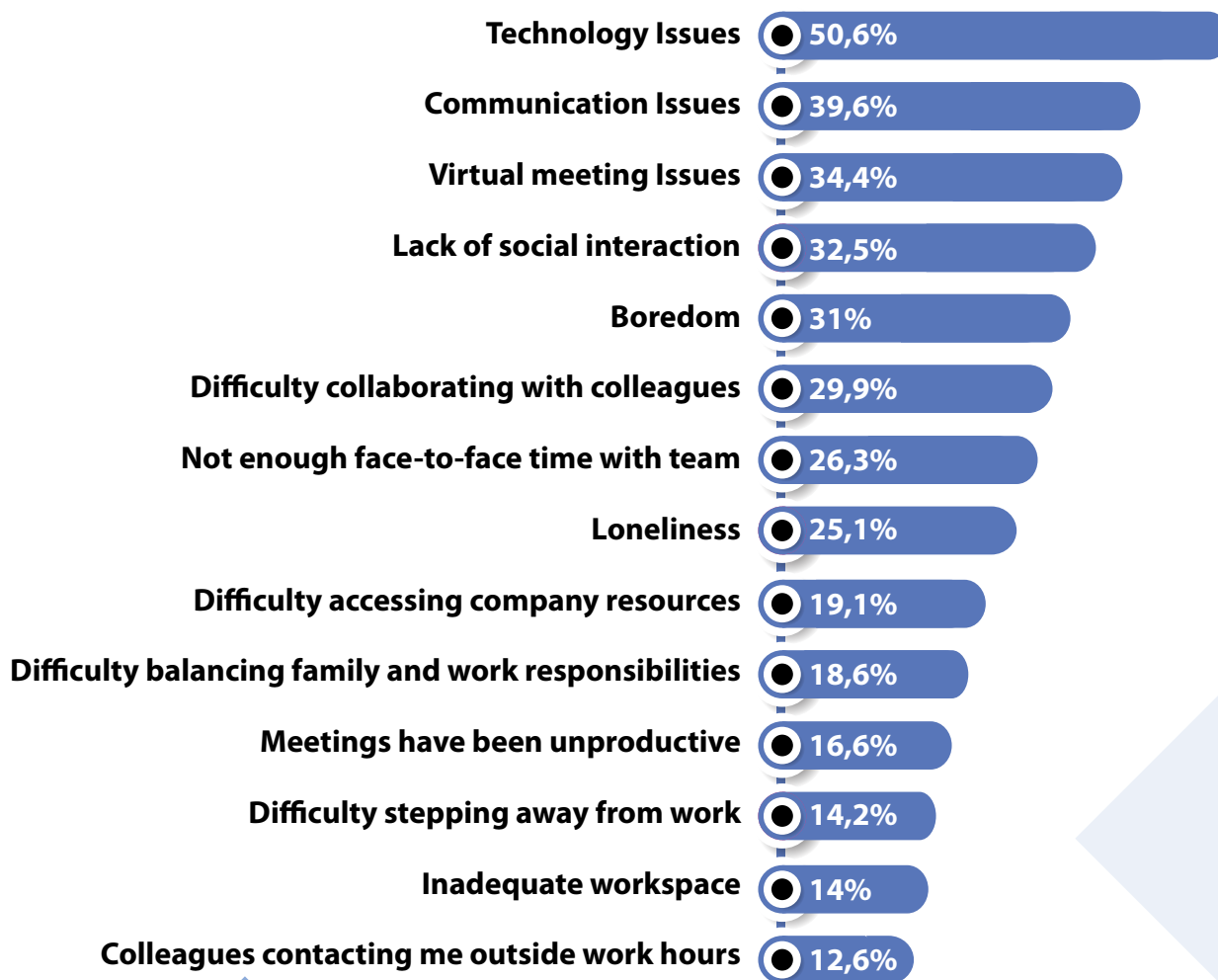
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Dial a Nerd
SIMPLIFYING TECHNOLOGY

The world of work right now

The COVID-19 pandemic has forced many employees to transition to remote work and rely heavily on technology for their productivity. But technical difficulties while working remotely – in addition to adjusting to remote working has impacted employees in many different ways.

Research conducted by ZDNet to investigate the impact on employees working remotely shows that whilst there were significant benefits for some, there were also 3 out of every 4 people who were experiencing some difficulty in making the transition to remote working.

Technology had a large part to play in these difficulties.

Technology Issues	50,6%
Communication Issues	39,6%
Virtual meeting Issues	34,4%
Lack of social interaction	32,5%
Boredom	31%
Difficulty collaborating with colleagues	29,9%
Not enough face-to-face time with team	26,3%
Loneliness	25,1%
Difficulty accessing company resources	19,1%
Difficulty balancing family and work responsibilities	18,6%
Meetings have been unproductive	16,6%
Difficulty stepping away from work	14,2%
Inadequate workspace	14%
Colleagues contacting me outside work hours	12,6%

Over half (50.6%) said that they have faced **technology issues** whilst working from home. Almost two out of five (39.6%), and over one in three (34.4%) had issues around **virtual meetings**.

If employees and businesses are to remain productive whilst working from home going forward, then it will become vital to **focus on supporting and growing employees digital skills, confidence and capabilities.**

Are you ready for the next wave?

Digital capability for employees is a critical skill going forward.

As digital transformation in business becomes more of a necessity than a 'nice to have' with employees working from home now and into the future, how confident and competent are your people to identify, trouble shoot and solve their tech issues sitting on their own in the home environment? Dealing with WIFI, printing, multiple devices, O365 apps, passwords, virus protection, ADSL vs fibre vs 3G connectivity – all these present their own challenges. And when your employees are focusing on getting their work done on a daily basis – who is helping them navigate their way around all these complexities and obstacles to enable their productivity?

It's all under control… or is it?

Most businesses already have an end user help desk or support structure. But are they coping with the dramatic increase in demands of people needing help at home with things like 'is my router working, I can't connect to my printer, my WIFI is slow, how do I save to OneDrive, my audio isn't working on Teams, doing backups, my laptop just died, etc'? Can your current support desk environment keep up with the multitude of end user support challenges facing offsite employees every day, whilst meeting core IT demands such as replacing and issuing devices, access management, software license issues, security breaches, virus control, business app support, network issues, etc.?

More than ever before the end user help desk is under pressure to keep employees up and running – employees who are no longer located on site, but who are now working from remote locations and often in less than ideal home environments.

> Are your employees getting the best possible support and assistance to keep them productive and enable their performance?

There is a gap.

The opportunity to support and grow your employee's digital capability is now. It's not only about providing support for technical issues, closing the logged item and marking it as 'done' – there is an opportunity to build an agile organisation and develop employees in their use of technology – growing their confidence, skills and ability to identify, trouble shoot and leverage the digital tools to assist in collaboration and productivity whilst working remotely or from their home environment.

> **Dial a Nerd offers the unique ability to build an agile organisation by growing your employee's digital capability through direct support, education and development of your employee's digital skills, knowledge and confidence – simplifying technology for people.**

So, how can we help…?

Experience - Dial a Nerd has over 20 years' experience in providing people with technical support and advice in their homes – either face to face, over the phone and/or remote access.
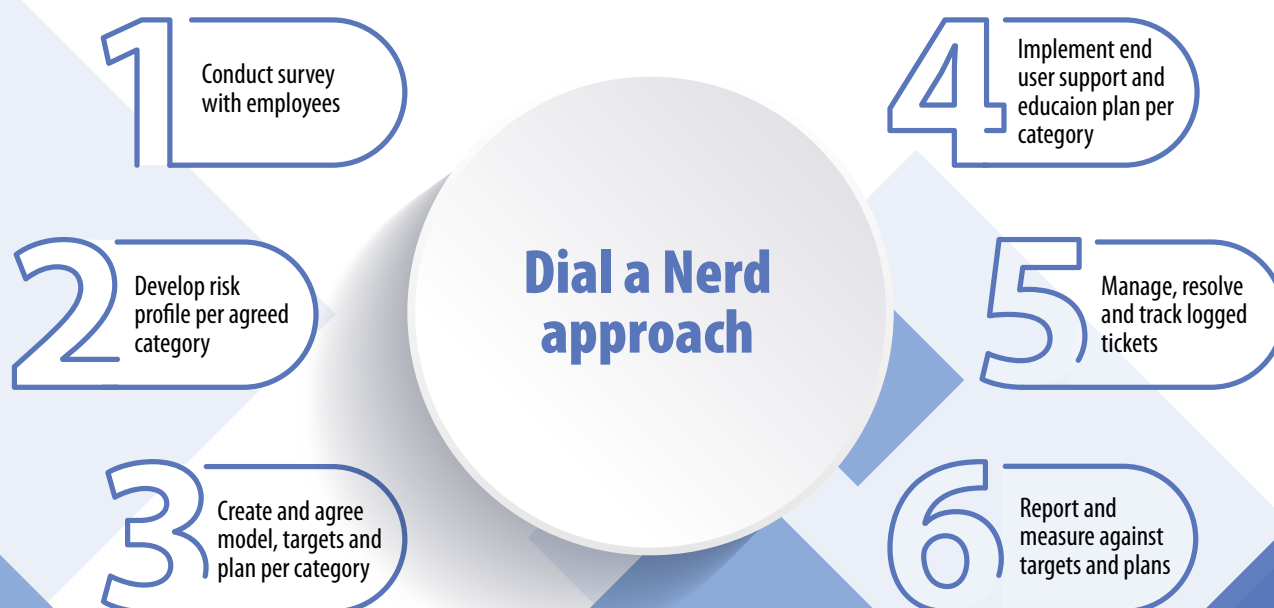
Trained technicians - Our technicians are trained to communicate and connect with people on the level that they are at, this helps build a person's confidence and knowledge in a safe space when it comes to dealing with technology. Through this combination of support and education we assist individuals to become more competent in understanding their digital environment at home – helping them to identify, explore and ultimately trouble shoot any issues they may experience. This enables, empowers and develops employee readiness, assisting the organisation in their quest for an agile environment and further digital transformation.

National network - The extensive national Dial a Nerd network and presence (even in remote places like Kuruman, Joszini or Lusikisiki) means that we can connect telephonically, or remote to employees' desktops instantly, or visit face to face to assist employees. Having a national network means that we can scale according to your requirements – no matter how big or small. Our experience in remote areas where there is limited access to connectivity means we understand the challenges that employees experience and it helps us to address, educate and support individuals with these issues.

Security and your employee experience - With the very real threat of cyber security and hacking, working from home poses an even bigger problem with open WIFI's, etc etc. Some businesses are locking down their employee's devices with more and more restrictions limiting access to things like Facebook and YouTube – but how does this impact your employee experience and employee value proposition. We can offer an alternative to keep the home environment safe from security threats… (fill in the blanks here)

Insights – Our employee surveys upfront, ongoing diagnostics, analysis and reporting provides insight into your employees' world of work. It highlights their challenges and helps to tracks progress – taking into consideration adoption, proficiency and utilisation covering all aspects of your employee's digital capability (knowledge, skills, understanding, beliefs, tools, processes, devices, data, connectivity, etc). This means that the appropriate intervention can be planned according to the need of the employee that needs to be addressed in pursuit of a digital savvy and agile organisation.

Dial a Nerd approach (DRAFT/infographic) – add communications, expand with role players/stakeholders, pricing model per phase and also annuity business or project based.

1 Conduct survey with employees

2 Develop risk profile per agreed category

3 Create and agree model, targets and plan per category

Dial a Nerd approach

4 Implement end user support and educaion plan per category

5 Manage, resolve and track logged tickets

6 Report and measure against targets and plans

Can you afford to…?

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The question should be "Can you afford not to…?"

For the price of as little as a coffee a day per employee you can keep your business up and running, staying productive 24/7.