



A BYOD FUTURE: HOW TO PROVIDE IT SUPPORT FOR YOUR REMOTE WORKFORCE



BYOD BENEFITS:

HAPPY & PRODUCTIVE EMPLOYEES

Employees enjoy working with the devices they're already comfortable with.

LOWER COSTS

Save on IT provisioning and redirect cost savings to other areas of your business.

ENVIRONMENTAL IMPACT

Remote work powered by BYOD allows employees to skip the commute and reduce emissions.

SEEMINGLY OVERNIGHT, BRING YOUR OWN DEVICE (BYOD) POLICIES WENT FROM A POINT OF DISCUSSION TO **A POINTED NEED**

In rapid response to the COVID-19 pandemic, all businesses that could enable employees to work outside of the office were forced to do so to survive, regardless of their attitude or readiness for remote work. This abrupt shift coupled with disruptions in the PC supply chain required IT departments to permit personal devices to maintain business continuity.

But BYOD isn't expected to stay in the rearview mirror. Because the global work experiment is proof positive that work from anywhere (WFA) models can be successful, many businesses are not planning to return to the old "office-centric" model when the Coronavirus pandemic is resolved.

Double-down on a BYOD future and empower your IT team to support the devices your employees rely on. Here's how.

4 WAYS TO SUPPORT YOUR BYOD FUTURE



SUPPORT ANY DEVICE, ON OR OFF NETWORK

IT can keep a finger on the pulse of laptops and desktops with a remote monitoring and management (RMM) solution, but mobile devices are a different story. These off-network devices are off RMM's radar.

Even more devices aren't in the RMM loop, including an employee's new desktop, a borrowed laptop, or a contractor's computer. Although off-network, these are devices that still need to be supported for business continuity.

Your IT team should be able to connect to and support any device at any time, regardless of operating system or network. An on-demand remote support solution should allow you to quickly resolve issues on Mac and PC desktops and laptops as well as iOS and Android smartphones and tablets.

TRENDING THEME: THE GREAT BYOD EXPANSION

71%

of companies are more accepting of employees using personal devices for remote work

TRENDING THEME: THE FLATTER, THE FASTER

49%

of companies have
flattened support tiers to
support remote workers



PUT YOUR BEST BRAINS ON THE CASE

BYOD devices can vary widely. It's unrealistic to expect that any given technician can solve any issue that comes across their desk.

But two brains (or more) are better than one. Working remotely in their respective workstations, techs may no longer be able to pop over the cubicle to ask a peer for help in resolving an issue. They can, however, simulate this level of collaboration in a virtual space.

Technician Collaboration is a remote support feature that makes it possible for a tech to bring in extra expertise to any support session. This helps to ensure that issues are resolved on the first call, getting employees back to work faster. With extra expertise ready to jump in, you can flatten your tiers of support and rely on less experienced technicians to handle more calls. They'll learn from more senior solvers along the way.



DON'T FORGET PHYSICAL EQUIPMENT

Employees rely on more than computers and mobile devices to do their work. In their remote workstations, they need monitors, wi-fi routers, printers, headsets, cameras – the list goes on. These are largely unconnected BYOD devices that technicians can't support using traditional methods like blind phone or chat conversations. They need to view these devices through the employee's eyes.

An instant camera-sharing solution will allow technicians to inspect equipment through the employee's mobile camera. With a live video feed and on-screen annotations, the tech can guide a fix for virtually any issue that pops up in the employee's remote workstation. A zero-download solution will allow the tech to be there in an instant, closing the distance gap between IT and employee.

TRENDING THEME: BEYOND BASIC BYOD

35%

**of help desks have expanded
to support non-sanctioned
equipment like home wi-fi**

TRENDING THEME: SEAL SECURITY GAPS

24%

of IT departments say remote work has exposed considerable gaps in security policies and practices that must be closed

76%

have experienced small gaps that can be readily mitigated

4

LOCK DOWN REMOTE SUPPORT SESSIONS & LOCK OUT MALICIOUS ACTORS

Remote work has exposed gaps in security policies and practices. In fact, a recent report reveals that zero IT teams surveyed have escaped security issues as remote work has increased.

As technology use rises, so does malicious activity. IDC estimates 70% of all breaches originate from endpoints, with mobile attacks growing in popularity. In response, businesses will need to find ways of protecting remote workers and the BYOD devices they rely on.

Remote support solutions, which are built with powerful capabilities to gain full access and control of an end user's device, require validation measures to ensure your end users can only receive support from your dedicated support team and stop malicious actors in their tracks.

IS YOUR REMOTE SUPPORT TOOL READY TO SUPPORT A BYOD FUTURE?

Workplace closures in response to the pandemic have forced a global work experiment. Remote work has already proven to be successful, if not preferable to “office-centric” work environments. Even if accelerated to meet urgent needs, BYOD policies are gaining more visibility – and they need to evolve.

Now is the time to ensure you have the tools you need to support a BYOD workforce and secure your WFA future.

See Rescue in action.

Request a Demo