

# Productivity

## Thrives in the Telework Cloud

- ▶ Benefits of Teleworking
- ▶ Agency Challenges
- ▶ An Innovative Solution



### Executive Summary

The Telework Enhancement Act of 2010 is serving as a catalyst for significant change in the Federal government. To meet the act's requirements, Federal IT leaders need solutions that allow employees to work remotely from wherever, whenever, without impacting their performance or abilities. The right solutions must be easy to set up and use, offer a wide variety of telework features, and scale with agencies' needs.

But more than simply satisfying the telework mandate, telework solutions should bring additional benefits, boosting agency employee productivity and collaboration by enhancing communication and availability to support mission goals. These solutions should enable decisions to be made instantly, facilitating collaboration across time zones and face-to-face meetings that

span state and national borders. Gone are the days of leaving a voicemail for a remote worker and hoping for the best – agencies now need instant access to employees, regardless of their location.

What's more, given current Federal budget restrictions, telework solutions must deliver these benefits in a cost-effective way that doesn't disrupt IT infrastructures and operations. With the option of cloud hosting, offerings that require no upfront infrastructure investments or on-going dedicated IT staff can significantly boost productivity and collaboration without impacting the bottom line, bringing true value to Federal agencies.

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# Benefits of Teleworking

Telework has become a key focus for the Federal government, as agency leaders attempt to determine how best to comply with the Telework Enablement Act of 2010. The Act, heralded as a major step forward in the development of more flexible work environments, charges agencies to enable teleworking without sacrificing the benefits of face-to-face communication and collaboration. In fact, some government leaders say telework programs will set an example of how flexible work options



can become strategic management tools that improve the way work is accomplished.

The benefits of telework programs include:

- Significant return-on-investment by keeping employees connected and boosting productivity;
- Enhanced employee satisfaction and retention through flexible work options;
- Reduced government spending on office real estate;
- Reduced traffic and dependence on foreign oil while supporting environmental programs;
- Enhanced Continuity of Operations Planning (COOP) by helping government workers stay productive during a weather emergencies or other disruptive events.†

† According to the Office of Personnel Management, in 2009 alone snow storms in the Washington Metro Area incapacitated the Federal government, costing \$71 million in lost productivity.

# Agency Challenges

Before agencies can benefit from telework programs, there are a number of hurdles that must be cleared on technical, organizational, and even cultural levels.

Given current budget constraints, implementing the technology required to enable teleworkers creates a significant challenge for agency IT departments. Not only are agencies lacking funds to purchase new infrastructure required for telework programs, but many don't have the expertise on staff to implement and manage these solutions. The current expectation for agency IT departments to do more with less stands in stark contrast to mandates that call for the funding and support of remote workforces.

What's more, not all agency managers are convinced of the benefits of teleworking, clinging to the old adage: 'If I can't see you, how do I know you're working?' Convincing agency management that employees will be as productive, accessible, and accountable when working remotely requires workers to be reached any time, anywhere through a range of devices. It also requires comprehensive messaging: if an agency director at headquarters can dial a single number to reach a field worker and initiate a voice or video conversation, productivity is significantly enhanced.

Tools that bridge distances and break down communication barriers significantly heighten the success rate of Federal telework programs.



Works with any device – video conferencing, tablet, PC, smart phone, and notebook

An agency manager can dial a single number to reach a field worker and initiate a voice or video conversation.

# An Innovative Solution

Simply enabling mobile users with remote access isn't enough when agency managers need to be able to reach remote employees as easily as they can talk to the worker in the next office. What's needed are solutions that enable more effective communication within their agencies, with other organizations, and with the public at large.

Universal Understanding's **Telework as a Service™** (TaaS) has emerged as an innovative, industry-leading solution that boosts employee productivity and can be customized to suit agency needs. The service, located within the agency cloud or hosted off site, can be configured to support roaming executives, permanent teleworkers, employees in the field, and remote office workers – offering the same rich user experience regardless of location. The service works with any device, including video-conferencing systems, smart phones, tablets,

notebooks, or desktop PCs.

Instead of requiring significant upfront investments, TaaS lets agencies pay a monthly bill similar to paying a phone bill – out

of operating budgets, not from shrinking capital expenditure budgets – to cover all engineering, data center and end-point hardware, collaboration software, and user licensing. Universal Understanding's expert service team can integrate both tools and personnel into the agency's communications environment. Ongoing support includes the company's award-winning provisioning and management tools.

The Telework Act was designed to promote flexibility while maintaining productivity among Federal agencies. Thanks to its unique technological approach, flexible financial model, and unsurpassed level of engineering expertise, Universal Understanding can help agencies achieve new levels of effectiveness.



76% of teleworkers accomplish more

Telework Exchange, March 29, 2011.  
"Filling the Tank with Telework:  
The 2011 National Telework Week

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# Count the Benefits

Significant return-on-investment by keeping employees connected and boosting productivity

**76% of teleworkers accomplish more<sup>1</sup>**

Enhanced employee satisfaction and retention through flexible work options

**Telework 2 days/week = \$3,439 annual raise<sup>2</sup>**

Reduced spending on office real estate, heating and cooling, and other services

**Up to \$10,000 per employee annually<sup>3</sup>**

Reduced traffic and the associated costs of commuting

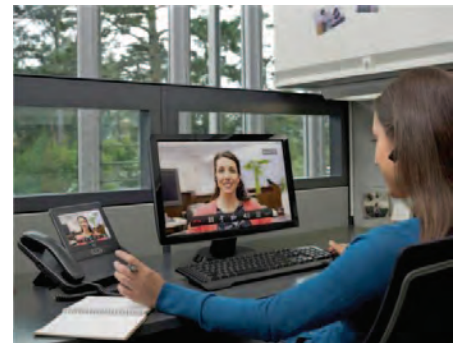
**\$215 billion saved in commuting costs<sup>4</sup>**

Reduced dependence on foreign oil while supporting environmental programs

**7.5 trillion gallons of gasoline per year<sup>5</sup>**

Enhanced COOP by staying productive during weather emergencies or other disruptive events

**\$71 million lost due to snow<sup>6</sup>**



## TaaS™ Satisfies Cloud First Policy

64% of Federal CIOs and IT managers say they plan to adopt a Cloud First approach by 2013.

Federal Cloud Weather Report, January 2011

(1,2) Telework Exchange, March 29, 2011. "Filling the Tank with Telework: The 2011 National Telework Week Impact." (3,4) CIVSource Online, May 19, 2011. Reducing Budget Concerns with Teleworking Programs. (5) Undress for Success. "New Analysis Shows U.S. Can Cut Gulf Oil Use By Half." (6) Office of Personnel Management finding: in 2009 alone, snow storms in the Washington Metro Area incapacitated the Federal government, costing \$71 million in lost productivity.



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