

## Remote Working and collaboration

More and more, the technical and business infrastructures of companies' today are no longer centrally placed in one single location. For businesses that wish to present itself as a solid unified **entity to its business partners and clients, the challenge is to be able to work collaboratively in real-time**. Most often, a workforce that is geographically wide spread is not able to respond quickly to business processes like a normally structured business that is based at one single location. To overcome these challenges, we have devised our unique concept of unifying the disparate workforce and work processes.

### The Totally Virtual Office model:

As in any business, the fundamental technical requirements of the business remain the same:

**A unified Phone system** – all users must be able to have access to a centrally controlled phone system regardless of where they are geographically situated; it must be possible for example that calls can be passed between colleagues without the client realising that the calls are transmitted thousands of miles to another office elsewhere in the world.

**A unified fax service** – faxes need to be accessible to anyone at anytime – sending or receiving – regardless of their location.

**Voicemail** – each user need to have their own voicemail and the company itself needs to have a voicemail system that is accessible to anyone who wishes to monitor it.

**Virtual receptionists and PAs** – the busy workforce needs to have the backup support from the backroom staff that are able to deal with the day to day running of the business from answering calls on the “switchboard” to typing up digital dictation files that users may wish to have typed up and sent off in a letter to clients (even Post stamped in the company’s registered town).

**Collaborative email system** – the workforce needs to have access to a business class email system that also allows for the sharing of calendars and other publicly shared resources (effectively to have a centrally shared and accessed mail server system similar to the world class and market leading product Microsoft Exchange mail system).

**Sharing of files and data** – all users need to centrally store and be able to access the same documents and data.

**Document management system** – just as importantly, all correspondences received are also centrally accessible and stored after they are scanned in.

All the functionalities outlined above (and more) we are able to design and implement so that the complete workforce is able to support the business in this new modern way of collaborative working – with only the basic requirement that a good internet connection is available to each user. Each solution will be tailored to the needs of each business and importantly, scalable to any future business expansion plans – please contact us to discuss how we can put this to will work for your business.

Chak Hong

**Computer Networks Global Ltd**

Mobile: 07966173170 Email: [chak@ccglobal.co.uk](mailto:chak@ccglobal.co.uk) Web: [www.cnglobal.co.uk](http://www.cnglobal.co.uk)