

THE NEW NORMAL FOR FLEXIBLE WORKING

As of June 2020, there are over 75 Million active users on Microsoft Teams (up from 23 Million in February). It is clear from the rapid adoption of collaboration, remote desktop and networking solutions (VPN's), the move to remote working has been significant and largely successful. Now more than ever, the focus should be turned to ensuring the sustainability, security, and scalability of the platform in this "New Normal".

Understand how to ensure sustainability, security, and scalability of your remote working solution

Whilst moving from a traditional office-bound working environment to a new flexible and remote model of working, organisations will have (or will have to) reassess their priorities based on lessons learned, with a particular focus on security, scale, capacity, and user/business productivity.

Certain technologies have been successful and delivered well during a period of unprecedented scale, however, others have struggled and the traditional approach which may have been suitable for a small number of users, simply didn't stand up to scale-up requirements, forcing a re-assessment of technologies and capabilities.

The new normal for flexible working service

What does the service cover?

This is a short and sharp engagement focused on strategic outcomes, which includes:

- A review of current remote working practices
- Lessons learned during the COVID19 situation
- Challenges or blockers to success identified based on the rapid change to working requirements
- End-user experience and feedback – what worked, what did not?
- Review of existing remote working entitlements and capability
- Review of security, with a focus on:
 - » Identity protection
 - » Data protection and security
 - » Information Governance
 - » Endpoint management and protection



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A reliable, secure, and scalable flexible working solution should:

- Deliver a secure and flexible working environment, which is simple and easy to consume no matter the location
- Ensure a consistent end-user experience during periods of burst or when additional users are added
- Drive value from existing investments and capabilities
- Provide highly available and disaster-tolerant services to all facets of the business
- Consider information governance and security



Ready to get an understanding of your remote working position, how, and where to course correct if required?

Insentra has been delivering projects and outcomes associated with flexible working as part of our day-to-day offerings for many years. Throughout the COVID19 period, this experience and existing methodologies have allowed us to help a large number of organisations rapidly expand into what is now the **new normal**. We have also learned from our experience, further enhancing our ability to collaboratively deliver successful outcomes into the future.

We have collated a [“Top 7 Things to Consider now you have moved to Teams Checklist”](#) to help organisations focus on areas of improvement and enhanced resiliency to unexpected situations.

To discuss The **New Normal** for Flexible Working Service, contact your chosen IT Partner, or contact info@insentragroup.com to request a call from one of our architects.