



White Paper



UNDERSTANDING THE INTRICACIES OF WORKING FROM HOME

“WFH will remain an integral part of the organisation post-lockdown. It has already transformed many traditional business processes to put in place the foundation of a more agile workforce.”

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THE NEW NORMAL

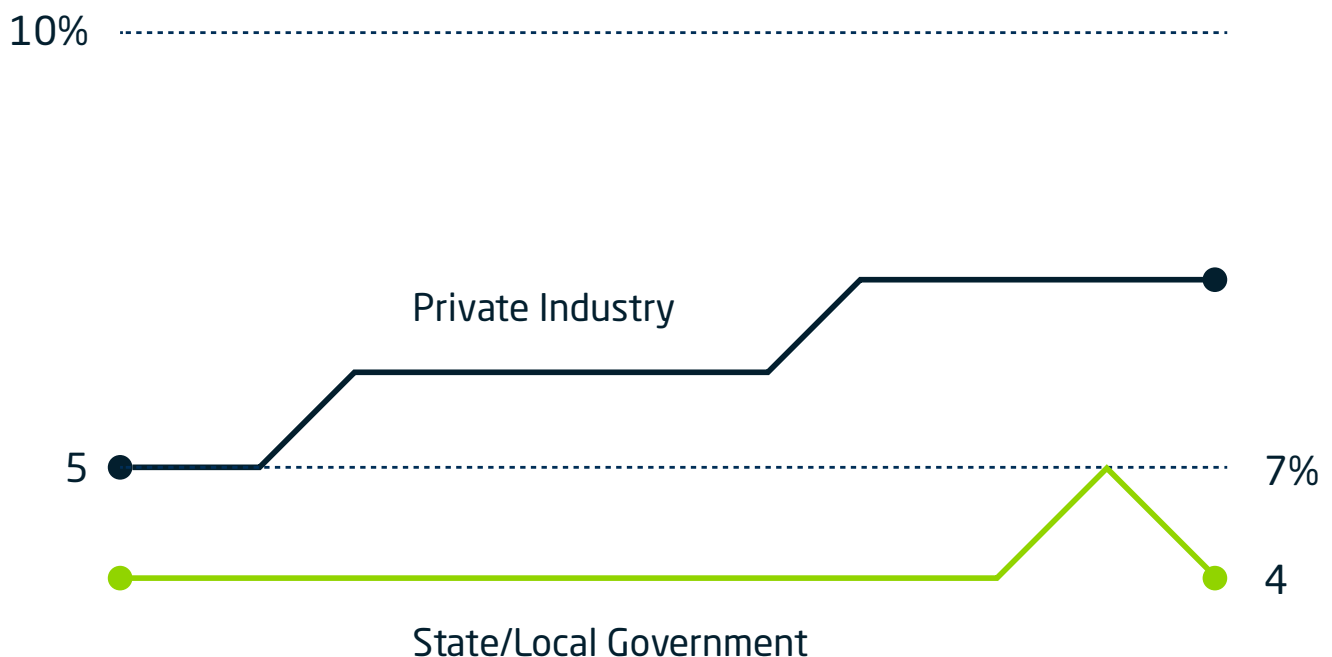
Just a few months ago, working from home (WFH) was in many cases, considered a luxury only reserved for a few executives.

Apart from sales teams, most employees were required to be office-bound for managers to consider them as being productive. However, the COVID-19 pandemic and the enforcement of social distancing as a critical health response to the virus have radically changed this traditional approach.

The resultant lockdown of everything from schools, churches, sporting activities, and businesses at an almost global level have necessitated the implementation of an extensive WFH strategy for organisations to remain operational. And while remote working (often referred to as telecommuting) is not a new concept, the coronavirus has accelerated the worldwide adoption of policies, procedures, and solutions to enable this at an unprecedented scale.

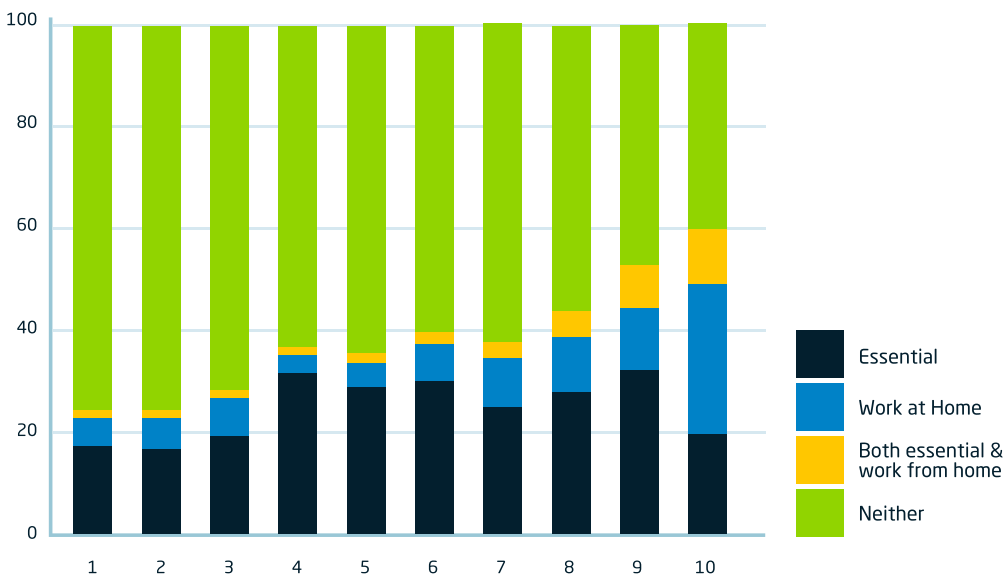
But this is not without its challenges. According to global research, only 7% of civilian and 4% of government workers in the United States had a WFH benefit.

Share of US workers according to industry with access to "Flexible workplace" (telework) benefit'



Some vocations such as hair stylists, waiters, plumbers, construction workers, and those in manufacturing are impossible to do remotely. In the United States, Pew Research has found that when it comes to information workers, almost a quarter (24%) of workers in 'management, business, and financial' occupations have access to telework as a perk. So do 14% of 'professional and related' workers, such as lawyers, software designers, scientists, and engineers.

Meanwhile, in South Africa, research has found that only 13.8% (approximately two million people) of the employed population could feasibly work from home. As is to be expected, those individuals are all in more highly skilled occupations. This is also reflected in the earnings of employees who can work remotely and those not able to do so.



Source: DataFirst, UCT

In the bottom half of the earnings distribution, only 28% of workers are either essential or could work from home. In contrast, 61% of workers in the top 10% of the earnings distribution could work at home or are considered essential, meaning that low earnings workers face much higher probabilities of job loss.

The Vox experience in working with companies across industry sectors in recent weeks have highlighted insights on best practices to follow, what to avoid, and how organisations must collaborate with their employees on this new normal.

For example, those individuals who have been able to work well from home either have older children or no children living with them; have a dedicated space where they can remain focused on work, infrastructure, as well as having an uninterrupted power supply in place.

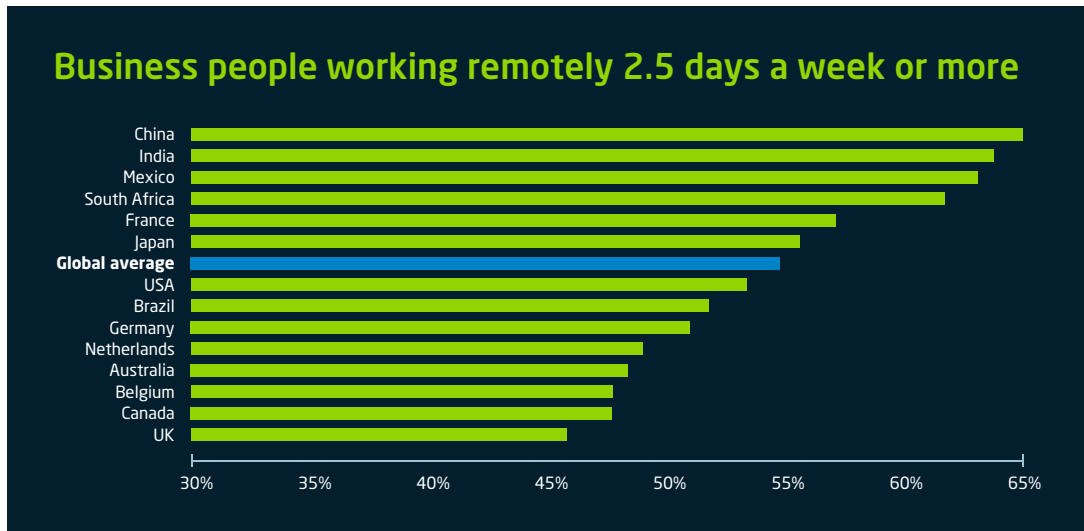
The inverse is also true. Those employees that have struggled have younger children causing disruption, typically live in small apartments where there is no space to focus on work and have either unreliable connectivity or rely on expensive mobile data to link back to the office.

This white paper will explore the different facets of WFH and examine the ways companies can optimise their strategies to become more successful and position themselves better for growth in this new working environment.

SHIFTING TO WORKING FROM HOME

Irrespective of how long the global lockdown will remain in effect in different countries, the reality is that many executives believe WFH will become a permanent fixture wherever it is possible and practical to do so.

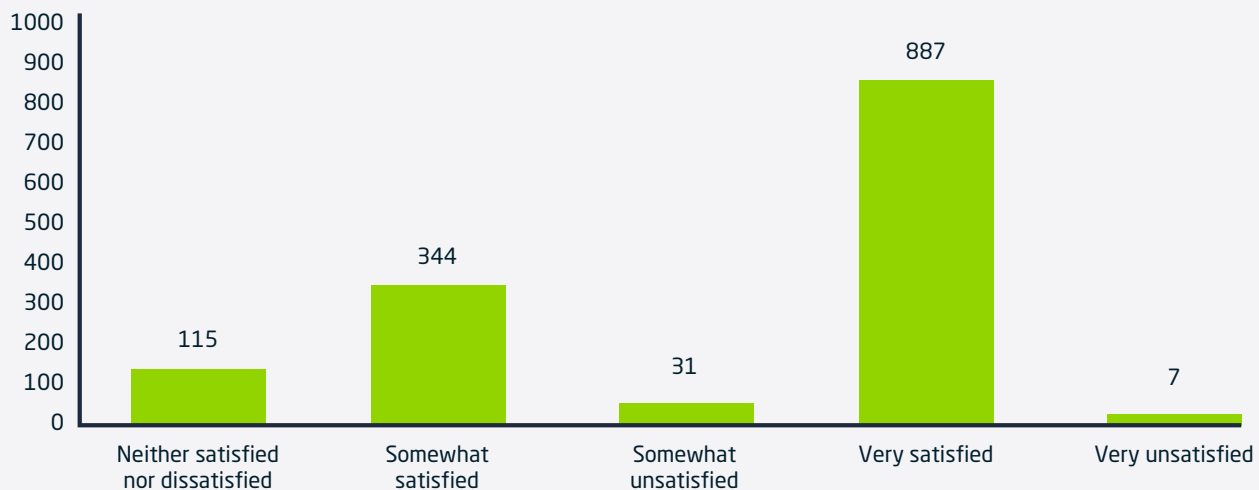
Even prior to the COVID-19 pandemic, the proportion of business people globally that work outside of their company's major office locations half the week or more has now reached over 50%. This signals an important shift from a workforce that is predominantly office-based, to one that is at least partially mobile.



Source: Regus

Vox recently ran an internal survey to gauge how employees have responded to the new normal of working remotely.

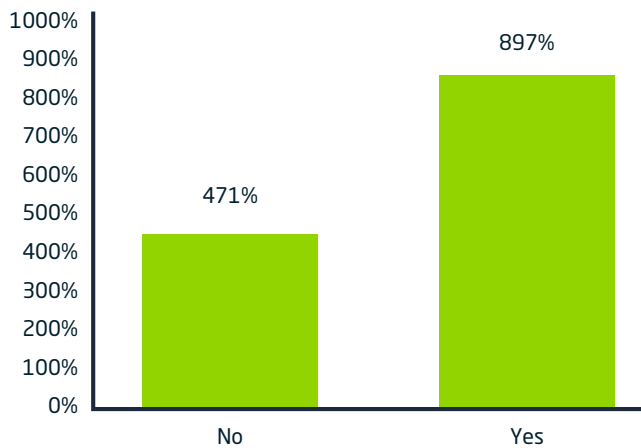
How satisfied are you with your current WFH arrangements?



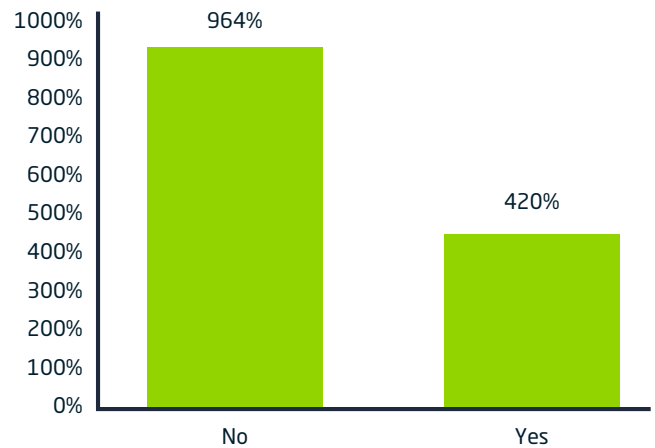
It is clear, that when given the opportunity to do so, employees will likely respond positively to a WFH environment. Perhaps more significantly, most Vox employees indicated they would want to permanently work from home and not have to come into the office at all.



Would you prefer to permanently work from home?

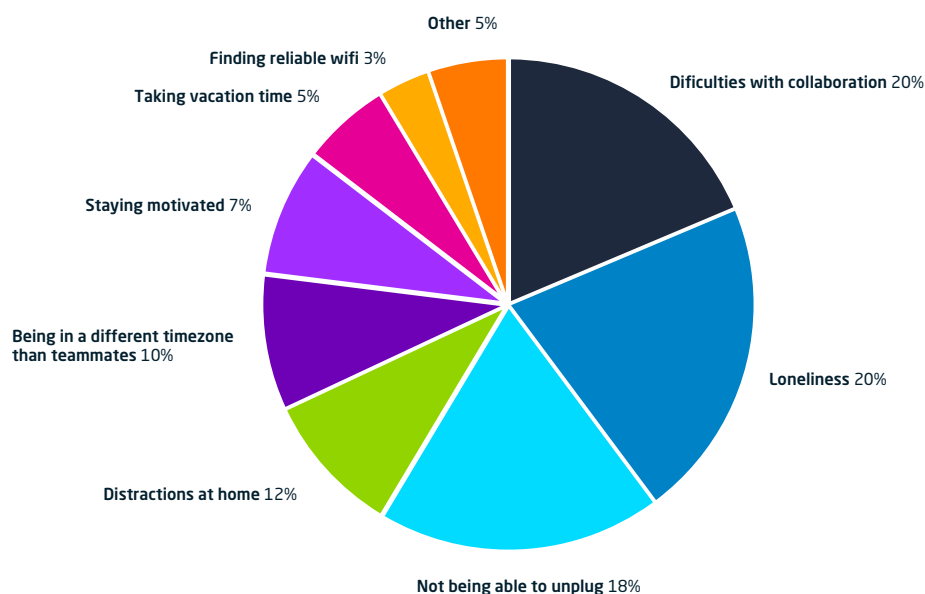


Would you prefer to permanently return to the office?



Results based on survey conducted internally at Vox on preference of working from home versus returning to the office.

Even so, decision-makers must be aware of the complexities involved in working remotely and the steps required to address them. This means balancing existing organisational priorities with ways of becoming more adaptive to the changing environment. The chart below reflects the most significant struggles global respondents have had in working remotely.

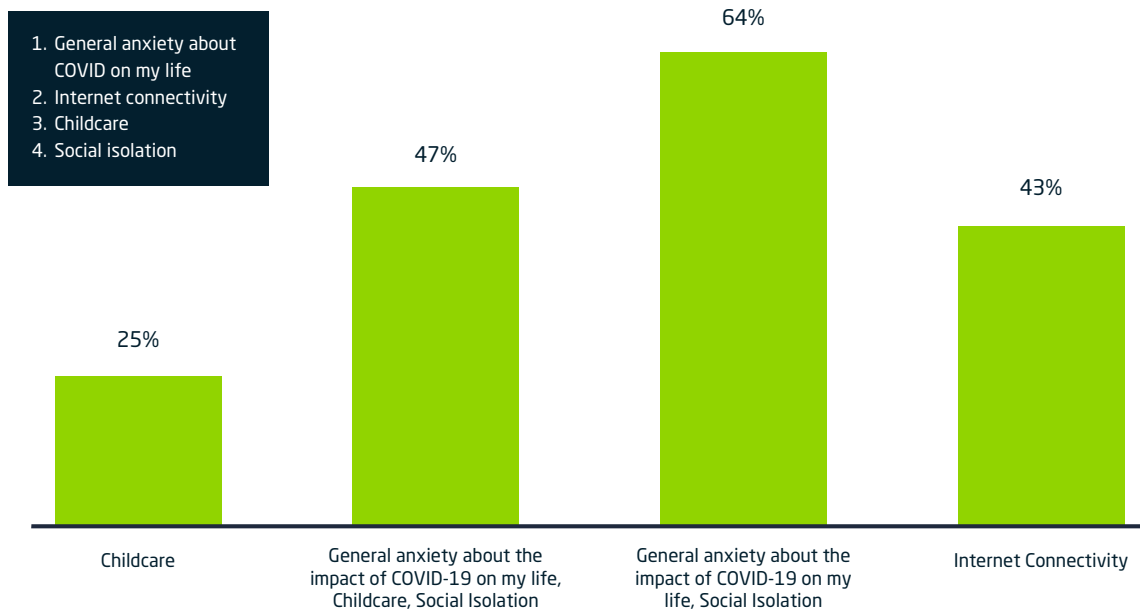


Source: Statista

UNDERSTANDING THE COST

From a South African perspective, concerns around the impact of COVID-19 still impact on people's ability to remain focused while working from home.

Biggest challenges you have working from home



This is understandable given the complexities around childcare and increasing social isolation. Of course, once the lockdown ends and people can move without restrictions much of that anxiety will disappear.

But companies must realise that they are not in this alone. To this end, engaging the right partners and leveraging their respective strengths, an organisation can enhance its own. For example, to equip people with

the tools required to work from home, a company might have relied on a hardware partner to supply and support laptops on a month-to-month basis. Such a managed services approach can greatly contribute to the business able to focus on delivering on its strategic mandate, while its partner takes care of the IT function and all that entails.

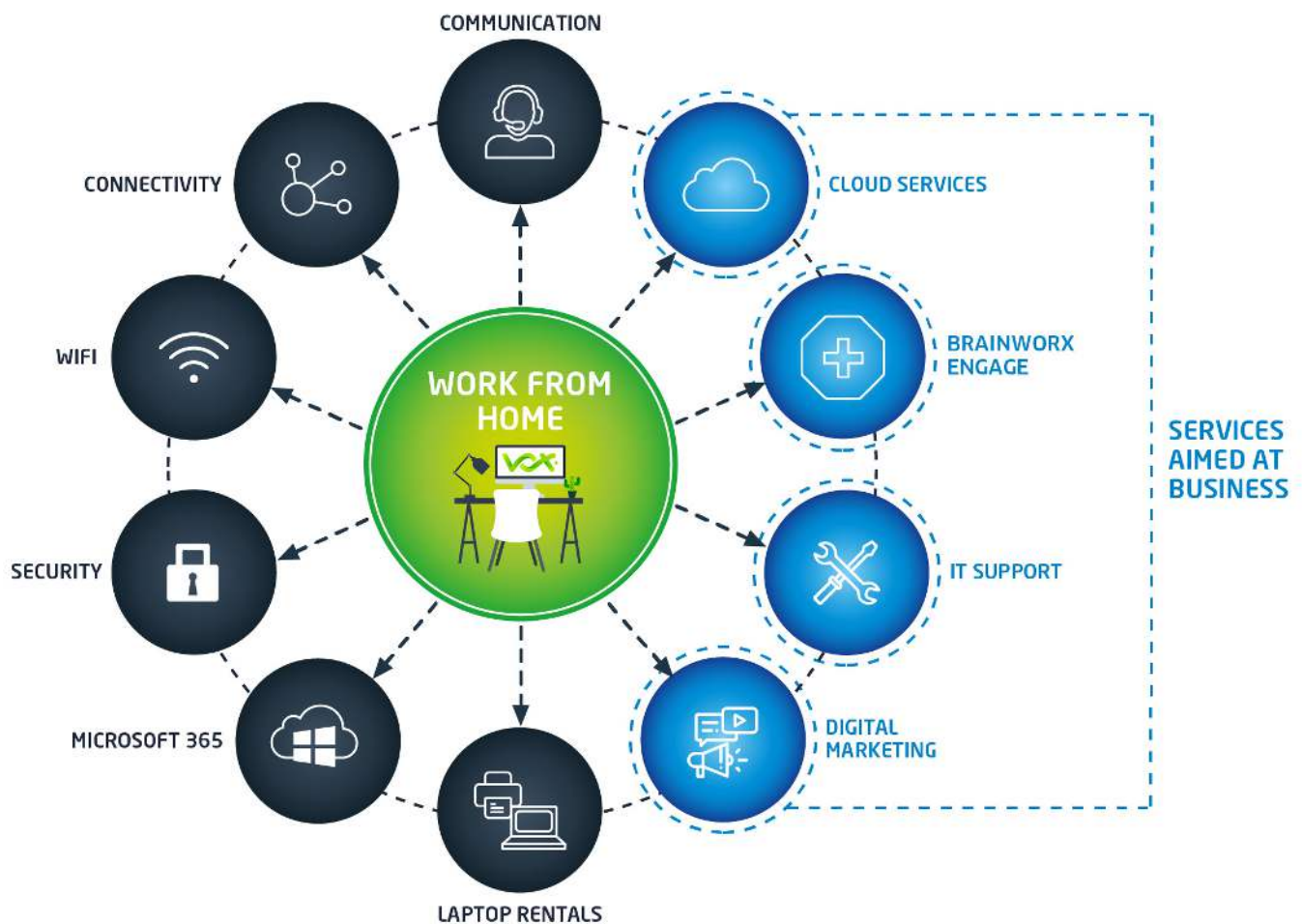
This is something that even small to medium-sized businesses should consider. Often, they do not have all the skills in-house to transform their IT environments. By partnering with a managed service provider that can deliver everything from a cloud-readiness audit through to helping identify the technology gaps that exist between the business strategy and what is already in place, the company can more easily scale up (or down) as market demands require.

CIOs can therefore create opportunities for their organisations by following a focused approach towards WFH. Given how significantly the business environment has already changed, the following things can help focus organisational spend to delivering an enabling environment for remote workers:

- Cyber security must be a priority
- Have Cloud-enabled systems that allow for remote work including collaboration tools, hosted PBX systems, and virtual private networks
- Centrally managed IT system that manages all devices and users from a singular console that also ensures asset management is done correctly
- Supporting home users through hardware, power, connectivity, and all other components required.

Even though some companies might not necessarily want to continue with WFH at the current scale, 77% of respondents in a global workforce survey, indicating they want to continue working from home at least weekly post the current lockdown. Perhaps more tellingly is the fact that only 6% of respondents stated they would not want to work from home in the future.

This means that companies must carefully examine the technologies they implement to ensure that WFH delivers a demonstrable business return while empowering people to collaborate irrespective of their physical location and still live a balanced life.



THE IMPACT ON EDUCATION

It is not only in the world of work where remote environments have become common.

With schools and universities across the world forced to close due to the COVID-19 pandemic, the education sector has also had to reinvent itself.

COVID-19's Staggering Impact On Global Education

Number of learners impacted by national school closures worldwide



Figures refer to learners enrolled at pre-primary, primary, lower-secondary, and upper-secondary levels of education, as well as at tertiary education levels. Source: UNESCO



statista

Source: Statista



Even prior to the crisis, more than \$18 billion was invested into edtech companies globally in 2019. In fact, when combined with 2018 figures, these investments exceeded the entire 20-year period between 1998 and 2017. Furthermore, it is anticipated that the worldwide online education market will reach \$350 billion by 2025.

For learners and employees alike, online education provides the flexibility to learn from anywhere and at any time. The corporate learning market can also benefit from these technologies as it empowers companies to provide employees with the ability to reskill and upskill workers while outside of the traditional office and learning environments.



In South Africa, for example, many schools have taken to using various technology-driven approaches to continue with education. These include messaging applications such as WhatsApp and other tools such as Microsoft Teams and Google Classroom, to provide learners with the ability to access resources, classes, teachers, and even classmates albeit through digital means.

While these technologies provide a solid foundation for e-learning, the Kaltura platform features a significantly more user-friendly interface and is designed for the requirements of online learning in mind. Kaltura is less resource-intensive than other video solutions while still featuring all the functionality schools and learners require to benefit from an integrated online learning experience.

TIPS ON ENHANCING WFH

In addition to putting in place the technology to enable a WFH environment and keeping employees as productive as possible, an organisation should be mindful on the wellbeing of its people.

Establishing a level of structure and routine are critical components to helping employers manage staff. Technology becomes an enabler insofar as the likes of fibre is an indispensable channel to equip people to do their jobs.

Remote workers must feel as if they are included in the decision-making processes of the organisation and not that they are simply out of sight and out of mind. Two types of workers have come to the forefront - those who want to be as productive as possible and those who feel that the company will keep on paying them no matter what.

When it comes to the former, these are the people who will take on more tasks, get involved, and build a routine around maximising their work efficiency. In the case of the latter, these workers cannot get themselves out of bad habits. An extreme example of this is someone joining a video conference from their bedroom while still in their pyjamas at 08:00 in the morning.

Unfortunately, this divide between efficient and non-efficient workers will continue to grow. People must understand that working remotely remains a privilege. If they do not adhere to the terms of their employment contracts, then they will be placed on unpaid leave. Once the country moves out of the lockdown period, a blended approach will be essential where some people will require frequent engagement whilst others can be left to their own devices and meet their daily objectives.

Irrespective, here follows several tips to help optimise the WFH environment.

Maintain regular hours

One of the biggest risks to WFH is the temptation to work longer hours. Not only can this result in burn-out, but it also negatively impacts on personal relationships. As such, people should consider using automatic time-tracking apps such as RescueTime to see whether they are sticking to their schedule.

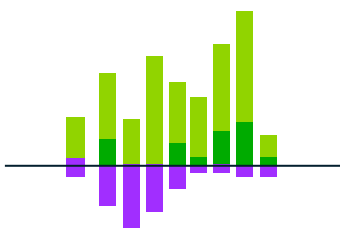


Details

8h 32m

Time logged - 8.5 more than the day before

Time by hour



Productivity pulse



3% from day before

31% Business

21% Communication & Scheduling

20% Reference & Learning

10% Design & Composition

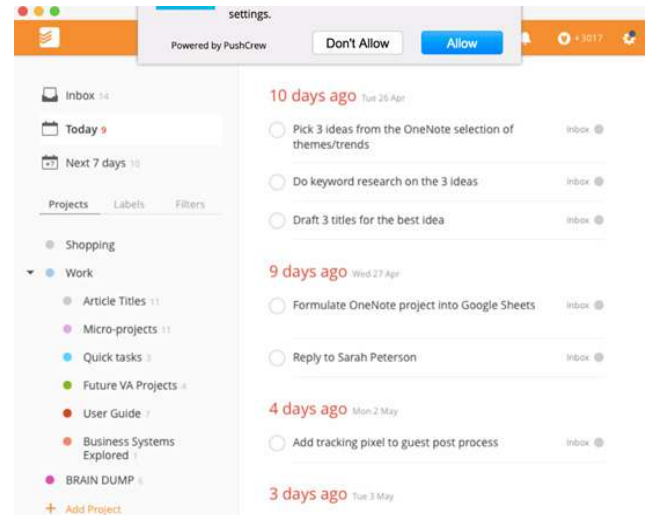
9% Utilities

Have a dedicated work environment

While this depends on the amount of physical space an employee has at home, being able to block off an area for work helps address the challenge of separating the professional from the personal. Traveling to the office makes the distinction physical, so the home-based employee should consider something similar. Furthermore, people must keep in mind the quality of their chairs and desks at home and whether these are adequate to deal with working for eight or nine hours at a time.

Keep an updated to-do list

This is especially critical for employees who are not used to work remotely or for junior ones who do not know how to best structure their day. WFH employees should consider spending either the evening before or first thing in the morning to review their priorities for the workday. Something as seemingly simple as creating a to-do list and sticking to it will make a massive difference. Fortunately, there are numerous freely available online solutions such as Todoist that make it an easier process.



Get dressed

WFH does not mean that the employee can let slip their professional standards. While it makes sense from a work perspective, some might think this gives them a free pass to stop shaving, not putting on make-up, or even working in their pyjamas. 'Dress for success' is as much part of WFH as it is for a 'normal' work environment. Not being able to do a video conference because an employee is not presentable reflects not only poorly on the individual, but the organisation as well.

Staying healthy

If there is something that many people can identify with during the lockdown then it has been the difficulties in keeping fit and eating healthily. Snacking and falling into bad routines are all too easy when working from home. While everyone's dietary requirements are unique, people should continue to take care of themselves even when not going into the office. A good eating programme and daily exercise will not only keep the person healthy, but also ensure they can focus and be productive for longer.

Accept disruptions

This is especially true for parents who have young children at home. If the job allows it, WFH employees should consider mixing up their hours. For example, they can get more work done if a toddler is napping or at night. While not ideal, it does provide options that would not have been possible otherwise. Parents can also consider giving their children fun and time-consuming projects to do while they are busy with a video conference to minimise any potential issues.

The importance of podcasts

A WFH experience can be a very isolating experience. To help cope with this loss of social interaction with colleagues, remote workers should consider listening to podcasts as a way of breaking the silence. And because of the sheer number of podcasts available, these can also serve as the means to learn new skills or enhance existing ones. Links to a few interesting podcast networks can be found on Top Podcast, but the Google and Apple stores can also provide a convenient way of subscribing to relevant topics.

Making meetings personal

Companies should consider taking the first few minutes of an internal call (whether one-on-one or with a team) to spend just catching up with the employees and finding out how they are doing. When it comes to individual meetings, managers must be wary of cancelling them as people value the connection and facetime, albeit through online means. This is especially the case when it comes to employees who live alone.



A TECHNOLOGY-DRIVEN APPROACH

WFH entails more than just video conferencing and sending more e-mails. It reflects a fundamental shift in business approach that will enhance how companies operate.

Recent weeks have highlighted that ageing connectivity such as ADSL can no longer be relied upon to deliver on the requirements of a remote working environment. And while much is made about the user-friendliness of wireless technologies such as 4G/LTE and 5G, the high cost of mobile data and the incapacity of the networks to deal with the influx of demand does not make it a viable option either.

One of the challenges mobile operators face is high contention ratios. This means that the more users are on their networks, the slower access becomes. We have seen LTE users experienced a speed decrease from 20Mbit/s to just 0.6Mbit/s when people started flooding video-streaming sites, rendering them virtually unusable. And beyond zero-rating data to limited educational resources, the mobile providers have given little by way of a fresh value proposition to consumers during this difficult time.

The foundation to WFH must therefore be built on a foundation of access to fibre. One of Fibre's strengths is its scalability and capacity - it is virtually unlimited. This means users' line speeds can be upgraded in real time with no disruption. And because it provides a smooth transition to the Cloud, Fibre also enables companies to automate many administration-intensive processes, thereby freeing up users to deliver more strategic value to the business.

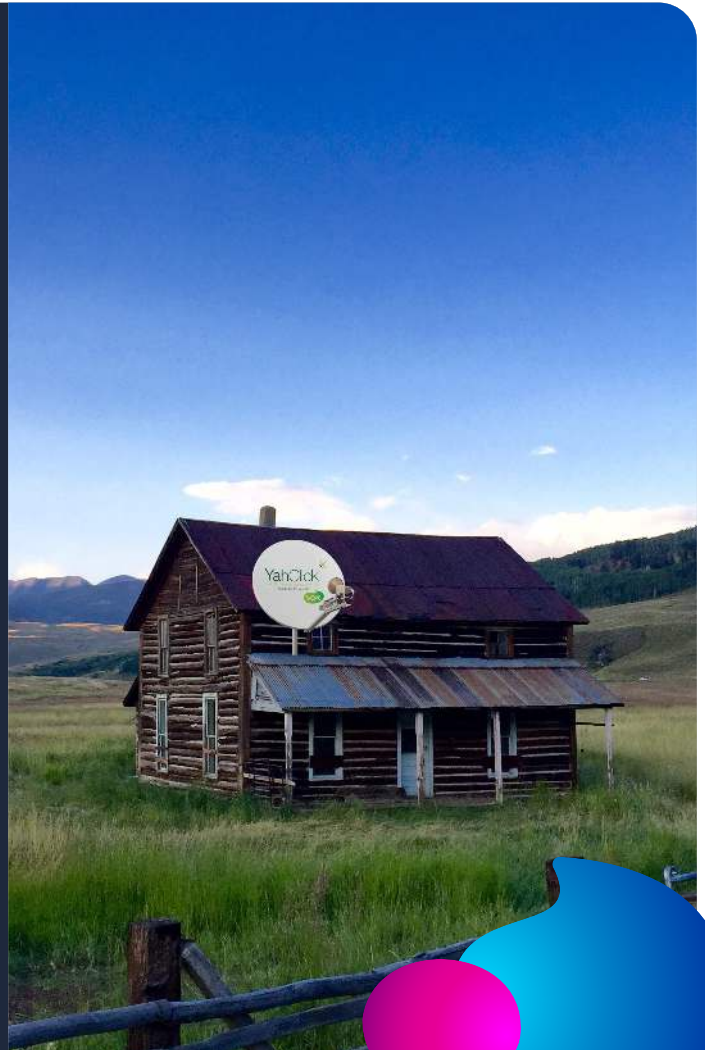
Fibre network operators have a critically important role to play in the country and must take this responsibility seriously. On the corporate side, the lockdown has forced many companies' hands in getting them to examine how best to use cloud-based business tools. Some of these tools can encompass everything from transitioning the PBX into the Cloud that redirects company calls to employees' mobile phones, embracing unified communication solutions such as Microsoft Teams to ensure team members are still in touch with one another and can deliver on their project deliverables, and even using the Adobe Sign e-signature service to send, sign, track and manage signature electronic document processes.

But irrespective of the solutions used, the common denominator is having fast, reliable connectivity infrastructure. Today, Fibre has evolved from a luxury to becoming a utility such as electricity and water - one that has become essential to help grow the economy. Fibre will allow customers to accelerate the migration to Cloud-based services as it provides higher speeds, basically no contention ratios and higher reliability.

Once fibre is in place, the business can unlock the potential of more cloud-based solutions that deliver value in more innovative ways. Companies must realise that employees can only be effective at their jobs if they have access to the right technology to do so. For example, call centre agents cannot be limited by capped bandwidth and still be expected to do their jobs. To this end, management must adapt the roles and responsibilities of people based on the connectivity that the individuals have in place.

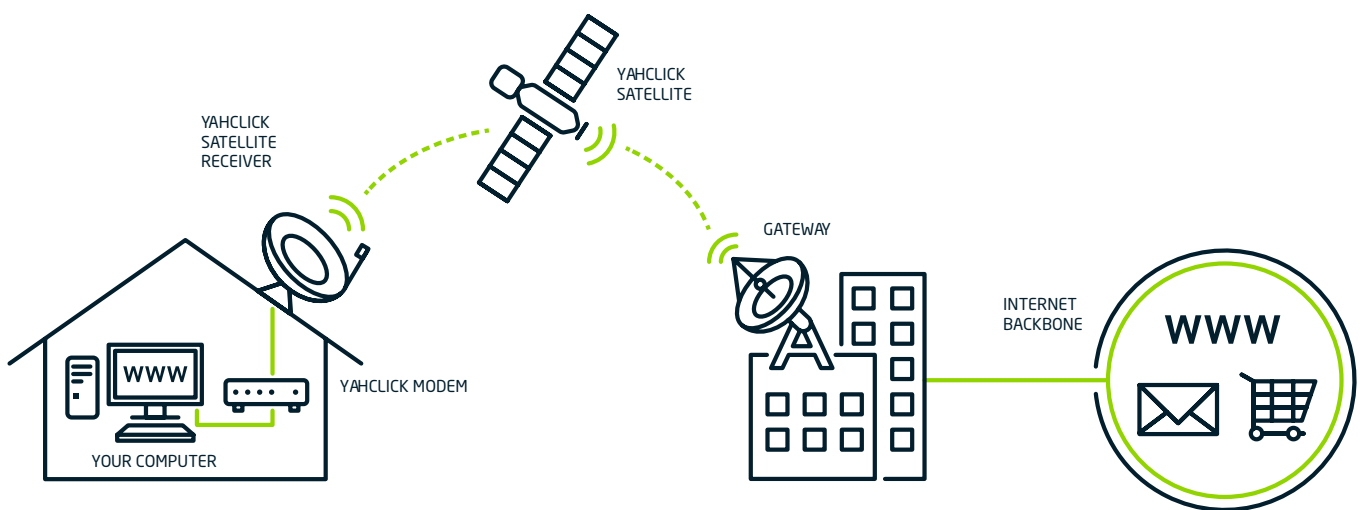
For those employees who live in areas where it is not physically possible to have fibre connectivity, the Vox YahClick satellite-powered broadband service can deliver significant value.

This sees Vox devices connecting users by locking onto spot beams instead of full spectrum bandwidth, making it efficient and affordable with costs comparable to terrestrial services.



Connectivity

How It Works



UNIFYING COMMUNICATIONS

Thanks in part to the increasing popularity of Cloud-based solutions, the global market for unified communications (UC) is expected to reach \$167.1 billion by 2025. The recent growth of WFH initiatives have given rise to an increased awareness of the role UC is playing in making a smooth transition.

UC has highlighted that people can work remotely without needing customer-premise equipment. All they require is a mobile phone and reliable Internet access with the Cloud taking care of the rest. This means integrating multiple communication methods and devices and letting employees collaborate on projects wherever they have reliable Internet connectivity.

Research further indicates that the SMEs segment is expected to grow at the fastest pace through 2025 owing to the increasing need for an efficient unified infrastructure for improving communication capabilities. Furthermore, the audio and video conferencing segment is poised to witness steady growth over the forecast period owing to rising deployment of visual communication tools in enterprises.

VOX VOBİ



One of the most effective ways to help drive the concept of UC is through a mobile softphone application such as Vox Vobi.

The app integrates seamlessly with the Vox hosted PBX and has the capability to alleviate some of the shortcomings of an on-site PBX as well.

For example, companies with on-premise PBX systems can automatically route incoming calls from the office to the correct employee. With Vobi, each employee will get their own 087 number. The on-premise solution just needs to be configured to forward a call made to an extension to the relevant employee. The PBX service provider will be able to easily do that once all the extensions and numbers are supplied. The 087 number can also be used to make outbound calls at lower rates. This solution ensures that employees do not miss any calls made to their extensions while they are working remotely.

However, Vobi does not have to integrate with a PBX. It can be used as a standalone application to offer lower calling charges for users. For instance, a business owner could purchase standalone Vobi services for employees to use on their mobile phones. Outgoing calls will be charged at much lower call rates than traditional mobile to mobile calls. Business owners benefit by way of cost savings as well as not having to deal with multiple voice usage claims from employees who make use of their mobile phones. Additionally, itemised billed can be sourced from one Web-based portal for all Vobi users.

VOX TELEPHONE MANAGEMENT SYSTEM

This is where the Vox Telephone Management System (TMS) can make an invaluable contribution.

It integrates with a PBX and enables detailed expense management and reporting.

In turn, businesses can keep track of their company's telephone usage and expenditure. This includes setting budgets and allowances for employees.

For example, John is a salesperson and is required to make 100 cold calls a week during the lockdown. Without a TMS in place, there is no way for his manager to see if he is indeed making those calls. Using a TMS, it is easy to pull a report and track how many calls John has made. But it is also about cost management. In this instance, a manager might only give John a R1,000 call allowance for the month. Both the manager and John will be notified when certain thresholds are reached. The manager can then increase or even decrease John's call budget as required.

This functionality results in the optimisation of resources at the organisation. Calls can now be managed better across departments and individual employees. And by integrating with Vox Vobi, even if employees are using their personal devices for work, the system can still track business calls on the application and provide relevant insights to managers.

More companies have woken up to the benefits of using TMS solutions to identify and manage expenses. But there are other advantages as well such as a call recording feature. This is ideal for various stakeholders to quality check or flag potential customer service issues. Innovative technology means concerns around fraud and security have largely been addressed. For example, a fraud reporting framework comprising a combination of reports and data is updated several times a day in addition to a live calls view. This helps to ensure that any break in protocols trigger alerts with a security team in place to do frequent scans on the network to ensure the company is not exposed to any threats.

With the locally-hosted Vox cloud-based TMS solution, companies have the peace of mind that compliance requirements are taken care of. And if an international undersea cable should go down, this local system is not impacted.

From a Vox perspective, the growth in interest in UC solutions has been significant. The company saw roughly a 94% increase in mobile application downloads between February and April when compared to the corresponding period last year. Even though it is difficult to predict what a post-lockdown business environment will look like, there is certainty that many employees will continue to work remotely and rely on UC and TMS solutions to remain productive.

This is also where a solution such as the Braintree Crisis Communication Management App (BCCM) becomes an important asset. Developed in conjunction with Microsoft using the Microsoft 365 and PowerApps environments, it enables companies to effectively communicate with their employees and track their whereabouts. Given the uncertainty around the COVID-19 pandemic, it becomes an indispensable ally in keeping decision-makers informed on the health status of employees and enabling them to give assistance where required.

Vox Air

Once connectivity is established, the Vox Air locally-hosted service provides users with secure virtual meeting rooms where they can meet with anyone on a video or voice call irrespective of the device used. Essentially, the solution takes video conferencing into the cloud removing the need for expensive and complex bridge equipment.

Vox Air lets users tap into any standards-based conferencing system directly in their Web browsers, effectively eliminating compatibility and interoperability concerns. In addition, this service can combine audio-only, desktop video, and standards-based video systems in a single video conference meeting.



Vox Air is a locally-based service that provides you secure virtual meeting rooms where you can meet on a video or voice call with anyone on any device.



Microsoft 365

Vox is a Microsoft partner and provides an extensive range of Microsoft 365 options for companies looking to embrace a cloud-driven work environment where employees can access data and solutions irrespective their physical location.

Using Microsoft 365 (previously Office 365), companies ensure that they will get the latest premium versions of Word, Excel, PowerPoint, OneNote, Outlook, access, and Publisher. Using Microsoft 365, employees can view, edit, and create documents on their mobile devices as well bringing complete convenience to the remote working experience.

As part of its Microsoft offering, Vox also delivers the Microsoft Teams video conferencing solution to keep companies in touch with their employees and that help facilitate high quality virtual meetings with customers.

Computing

Vox provides laptops in accordance with required specifications using a hardware-as-a-service approach and as a certified Microsoft CSP (Cloud Service Provider), offers the entire Microsoft software product stack on managed service equipment.

The Vox Cloud and Microsoft teams are experts in assessing the right cloud migration plan for a customer, professionally implementing the plan, and providing the customer with the tools to effectively manage its future cloud computing costs.

And the Vox multi-Teraco data centre located virtual machines (VMs) are high-availability, stable, secure, and robust, with redundancy and disaster recovery optional.

Collaboration

Vox has a dedicated Microsoft consulting division which assists customers with licensing, implementation, and training on Microsoft Teams.

As a cost effective alternative, Vox Air enables multi-point conferencing and eliminates software / hardware compatibility and interoperability restrictions without expensive infrastructure requirements.

Adhering to IT security best practice, Vox deploys Microsoft Teams with two-factor authentication and single sign-on through Active Directory. Microsoft Teams and Vox Air both encrypt data in transit and storage

Data storage

Vox provides customers with managed backup and storage solutions that cost effectively and securely stores business critical data. With ongoing monitoring and testing, ensures that all required data have been being collected and stored from individual users, and that this data is readily available should it be required.

The Vox team assists customers to action the most suitable solution (located either in its multi-location hosted data centres or as part of a comprehensive cloud migration plan onto the Microsoft Azure platform).

Also, located in Teraco, the Veeam managed backup provides fast, reliable restore for individual files, entire VMs, and application items.

IT security

In order to secure any environment takes a multi layered approach to security.

The first step being the securing of the network infrastructure environment through firewalls to monitor and control the network traffic and protect against malicious attacks, dangerous websites and unallowed network access.

Email Security is also very important as the majority of attacks originate from email sources. Vox provides

complete email security solutions that not only prevent these attacks but also protect against phishing impersonations, data loss and provide archiving and retrieval of email.

Lastly, we need to protect our home network environment as we are accessing corporate and private confidential information more and more as we work from home. End-point security solutions from Vox not only keep these devices safe but also protect our children when they are online.

The Vox Managed Service team takes responsibility for firewall and OS patching, anti-virus updates for our customers and ensures the safety of the virtual private network (VPN) connections of remote workers.

IT support

The Vox Managed IT Support team can assist with the configuration and support of unfamiliar hardware and software, procure, deliver and implement tools to enable remote working for users providing support during often extended operating hours.

Managed IT resources may be acquired in a multitude of cost-effective ways such as limited-term projects, low-cost desktop support and full-time remote or on-site support for critical services across the country, as and when required.

Uninterrupted power

The Vox UPS is the first edition of a future range of residential uninterrupted power supply devices suitable for supporting remote employees.

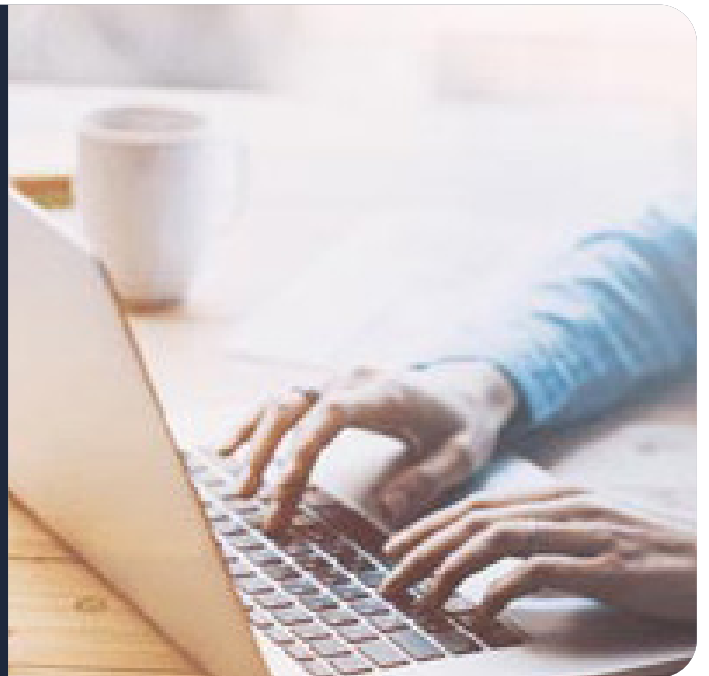
The device is cost effective, simple to install, and powerful enough to keep essential home fibre or LTE services operational during average load shedding periods.

Available as a complementary managed service to Vox home connectivity services, future products will include more powerful devices that ensure laptops, mobile handsets, and home connectivity remain fully operational to support business productivity

Ultimately, the Vox value proposition provides companies a comprehensive offering that covers all their WFH requirements.



CASE STUDY: TRANSFORMING VOX FOR WFH



Using a range of its own products and services, Vox successfully implemented a WFH environment for its 1700 employees during a two-week period in March 2020.

This was done across multiple disciplines and divisions with teams located throughout the country. In addition to delivering the required fibre and voice connectivity to its employees, Vox followed a structured approach built across several key pillars similar to how it works with its clients.

However, more than simply relying on innovative technology to create an enabling environment, Vox also reinvented its human resources approach to assist employees with the transition to a work from home approach.

For example, it used to fly all its new staff to the Johannesburg office for induction. However, this is now managed remotely. The CEO also provides weekly company updates via Microsoft Teams in addition to regular email communications. Furthermore, the company uses the BCCM app whereby each staff member provides feedback to the HR team daily on their health status.

“Furthermore, the company uses the Braintree Engage app whereby each staff member provides feedback to the HR team daily on their health status.”

CASE STUDY: MIGRATING KING PRICE TO THE CLOUD



King Price[™]
INSURANCE



Local insurance company King Price needed to store its files safely and securely while ensuring the network is prepared for disaster recovery or failure.

Previously, it backed up documents to hard drives and with another company that stores physical documents. The problem with this method was that its documents would go through many hands that posed a security risk and allowed for multiple points of failure.

Furthermore, two of its core IT goals were to migrate to the cloud and keep its core network at Teraco, building a hybrid cloud. King Price already used Vox for its Multiprotocol Label Switching (MPLS) and Voice over Internet Protocol (VoIP) lines. Additionally, Vox had also installed the Fortinet firewall solution at the insurer.

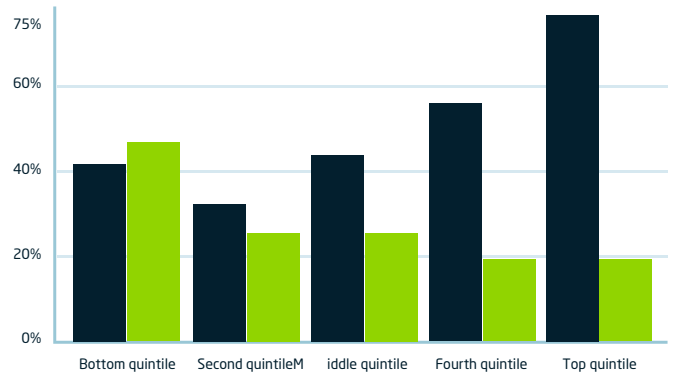
Vox not only provided King Price with the scalability it was looking for, but also gave them access to a plethora of solutions to assist with its cloud migration. This gave King Price the control it needed to store its data on premise. And thanks to the network redundancy Vox helped it build, the insurer is now also set up for more effective disaster recovery.

“Vox not only provided King Price with the scalability it was looking for, but also gave them access to a plethora of solutions to assist with its cloud migration.”

CONCLUSION

WFH will remain an integral part of the organisation post-lockdown. It has already transformed many traditional business processes to put in place the foundation of a more agile workforce.

Even though higher-income workers have been the ones more likely to be working from home during the pandemic and much less likely to be unable to work at all than lower-income workers, more opportunities will unlock for all employees over the coming months.



Source: Brookings

Furthermore, the requirements of an effective WFH environment will help drive home the importance of providing reliable, high-speed, and affordable internet connectivity to as many South Africans as possible. This digital workplace must help to democratise access to technology in ways that are practical and beneficial to as many employees as is possible. Unlike approaches of the past, a WFH culture must extend to any information worker capable of meeting their deliverables instead of simply sitting at their cubicle waiting for the hours to tick by.

With 78% of respondents surveyed globally indicating that flexible schedules and remote working options are the most effective non-monetary ways of retaining employees, the possibilities of effective WFH are limitless. When combined with a platform of fibre connectivity, more innovative technology solutions will contribute to a more capable workforce of creating business differentiation.

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Innovation and insight combine in Vox, a market leading end-to-end integrated ICT and telecommunications company. We have an enviable track record of meeting the needs of thousands of consumers, SMEs, large corporates, and public sector organisations. Thanks to our dedicated staff of more than 1 500 people – and our several hundred business partners countrywide – we set the benchmark for service delivery by connecting people through best of breed technology.

From data to voice, as well as Cloud, business collaboration and conferencing tools, Vox offers intelligent solutions that connect South Africans to the world, supporting entrepreneurs, customers and commerce, whilst practicing values of integrity, choice and service excellence in all of its dealings.

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