

The Ultimate Small Business Guide to Quickly And Securely Setup A 'Work From Home' Remote Network Access System For Your Staff

Critical Facts and Insider Secrets Every Business Owner *Must* Know Before Transitioning To A 'Virtual Network' To Allow Employees To 'Work From Home' During This Pandemic

If you are the owner of a small or medium sized business that is not considered an 'essential business' or if you are and would like the option to implement a 'work from home' program for your employees - DON'T - until you read this eye-opening guide.

This report will explain in plain, non-technical terms best practices for setting up remote access for you and your staff, as well important questions you should ask any computer consultant to avoid making the most commonly and costly mistakes made when setting up the technology for a 'work from home' program.

You'll Discover:

- What 'work from home' is and why so many small and medium sized businesses are rapidly implementing 'work from home' programs.
- The single most important thing you **MUST** have in place before starting any 'work from home' initiative.
- 8 **CRITICAL** *characteristics you should absolutely demand* from any IT professional you're considering to setup your remote office technology; **DO NOT** trust your infrastructure to anyone who does not meet these criteria.



From the Desk of: Keith Carrizosa
President, CISSP, Digital Data Security Specialist
Azure Horizons, Inc.

Dear Colleague,

Imagine being able to have your employees be productive even while your business doors are closed – or – having the ability to provide team members the ‘work from home’ option even if you are considered an ‘essential business’.

Sound too good to be true? *I assure you it's not...*

My name is Keith Carrizosa and for over 20 years, I have provided business and technology consulting services to hundreds of small and medium businesses in the Metropolitan Chicago area.

While it may seem like I'm making radical statements, I want you to know that I'm not a “radical person.” My clients will attest to the fact that I'm a very grounded and conservative-minded technology consultant with a long track record of helping them enjoy more stress-free productivity, lowered costs, and competitive advantages.

That's why I published this business advisory guide.

Due to the Coronavirus Pandemic, there is a fast-growing trend among small and medium businesses that is helping them maintain productivity while trying to navigate these trying times. As a business owner myself, my team and I are having to pivot and work differently than we ever have before. However, because we have the technology and infrastructure in place, we are still surprisingly productive.

I want to help your business survive and thrive during today's unique environment. If you and your IT team need extra hands right now...or solutions to help your employees work SECURELY from home...we have software tools, expert staff and resources we'd like to offer you to keep your business as productive as possible.

Contact me today at 708-838-7031 if you wish to discuss further. Please know that this is not a sales pitch but simply an outreach to help a fellow CEO stay afloat.



What Is ‘Work From Home’ And How Is It Going To Help My Business?

While this is not a new concept, recent advancements in remote access technology and security have made it very affordable and easy for even micro business owners.

Why would a business want to do this? Simply put, for many, it is no longer an option and they have to abide by the closure orders. But what are some of the actual benefits of transitioning to a ‘work from home’ business...

- ‘Work from home’ actually increases employee productivity, lowers stress levels, and improves retention. Contrary to what you may believe, employees who work from home tend to work *more*, not less. Because the computer is right there in their home, they will often put in extra hours during the evening and on weekends when they normally wouldn’t be able to access the network. Plus, employees working on detailed programs, graphics, and projects tend to get more done when they don’t have to deal with office distractions.
- It allows you to keep a great team employed during these unprecedented events. Right now, there are many employees that need to stay at home to take care of a sick family member or self-quarantine to protect their own families. A ‘work from home’ option, keeps them productive while taking care of themselves and their family and ensures that when possible, they return to the physical office.

Common Myths, Mistakes, And Misconceptions About Allowing Your Employees To Work from Home

One of the biggest fears many business owners have about allowing people to work from home is the loss of control they have over that person. They believe that without someone standing over them, employees will goof off during work hours and become LESS productive.

But the hard results prove very different...

Traditionally, the ‘Work from home’ movement has grown at a steady 3% per year for more than 15 years. Even before this pandemic, more than **23 million people were working from home** at least one day a week. The increase in ‘work from home’ programs is no accident – it really IS working.



Admittedly, original ‘work from home’ experiments were “do-gooder” projects focused on being earth friendly and generating business savings by reducing use of high-priced big city office space. However, when businesses started seeing how it drastically improved turnover and productivity, this “fad” became a hot trend.

Take the Los Angeles Bank for example; they decided to test ‘work from home’ to see if it would help their 33% turnover rate. Here were the results...

The experiment worked and within a year the turnover rate was cut to nearly zero and to everyone’s surprise productivity went up 18% saving the regional bank more than \$3 million dollars per year.

Since then there have been numerous, well documented, program studies reflecting promising results. For instance, AT&T allowed employees to ‘work from home’ on a regular basis from home in a New Jersey office of 600 people.

Over a 5-year period, a region of AT&T saved more than \$11 million annually. Half the savings came from real estate savings while the other came from a measured increase in incremental work hours from employees who were able to have a higher level of concentration with fewer interruptions.

The Single Most Important Thing You Must Have In Place Before Starting A ‘Work From Home’ Program

The single most important thing for you to do first is find a very experienced IT consultant who will recommend and implement the right technology to support YOUR specific situation and needs. This is unbelievably important to avoiding expensive mistakes and unnecessary frustration.



8 CRITICAL Characteristics You Should Absolutely DEMAND From Any IT Professional You're Considering To Set-up Your Remote Office Technology; DO NOT Trust Your Infrastructure To Anyone Who Does Not Meet These Criteria!

There is no "one size fits all" solution; the best solution is greatly dependant on your specific business needs, the applications you use, how many people will be accessing your systems remotely, the available equipment and dozens of other factors. **That's why you want to look for a consultant who meets the following criteria:**

1. **Look for a consultant who has experience setting up remote access and STRONG (and recent) client references.**

Do you really want to be the person who "pays" for your consultant's training? I've found that the price to correct problems created by novices is much greater than the cost to do it right the first time with an experienced technician. Ask for *recent* references and call them! Past performance is generally a good gauge of future performance.

2. **Make sure they do a THOROUGH evaluation up front**

If your consultant doesn't insist on doing a thorough evaluation BEFORE handing you a proposal, do NOT hire them! If they don't do their homework, they could easily sell you the wrong solution, causing you to have to spend MORE money, MORE time, and have MORE frustration getting to what you really need. Most consultants will do a quick, cursory review and provide a free recommendation (proposal) because they want to close the deal fast. Here is a short list of the things they should investigate or ask you:

- What are your overall goals and specific objectives for allowing your employees to work from home?
- How many employees will be working remotely? Will they be accessing the network at the same time or at different times?
- What applications (including specialty or proprietary apps) and data will your employees need to access?
- What type of devices will your staff use to access the network? (Home computers, tablets, laptops, etc.)



- What type of Internet connection will be available on the sending AND receiving end?
- What levels of security do you want in place?
- What level of monitoring do you want in place? For example, are there certain web sites and content you want “off limits?”
- Will the remote worker need to print documents?

3. Make sure they are able to TRAIN you and your staff.

So many computer consultants are great at installing the “stuff” but fall short on training you and your staff how to use the great “whiz-bang” technology they’ve just sold you. Make sure you hire someone who is able and willing to do the “hand holding” required when installing any new process or technology...we’re only human after all.

4. Make sure they can provide help desk support AFTER hours.

One of the main appeals to ‘working from home’ is the ability to work at night or on weekends; that means you need someone to be “on-call” during those off-peak hours if you or your employees have technical problems logging in or accessing the network. Bottom line, if you’re your consultant doesn’t offer after-hours support, don’t hire them to do the job. There is no benefit to having remote access if you have to wait until Monday or 9am the next day for support.

5. Make sure they INSIST on maintaining the network

Virtual office networks still require 'care and feeding' to make sure they work properly and stay secure. You cannot “set it and forget it” or you’re asking for problems. Only hire someone who is prepared to perform regular check-ups and updates of your network, usually under a maintenance or managed services plan.

6. Look for someone who can also solve the phone piece of the puzzle, not just the network access piece.

If you want your work from home employee to be able to make and receive calls and APPEAR as though they are in the office to the caller, then look for someone who can set up your phone system to work with your remote employee’s home phone or cell phone. Usually this can be accomplished with VoIP technology (Voice Over



Internet Protocol). Confirm that whoever you hire can either provide these services or has a partnership with a reputable vendor who has this expertise.

7. Make sure your consultant is willing and able to be a vendor liaison for your specific business applications or other specialty applications.

There may be certain proprietary applications that work fine within the office network, but then slow down or shutdown when accessed through a remote location. It's important to ensure your consultant is able and willing to confirm your applications will operate efficiently remotely, which means they may need to get on the phone with the help desk of one or more of your software vendors. Some consultants do NOT offer this service or will charge you extra for it.

8. Look for a consultant has expertise in setting up employee monitoring and content filtering.

It's more difficult (but not impossible) to protect company secrets and proprietary information when it's stored on a location outside of your office. Therefore, make sure the company you hire has expertise in setting up and managing content filtering and security for remote machines.

Not Sure If You Are Ready To Set Up Remote Access? Our Free Remote Access Consultation Will Help You Decide

If you are considering a 'work from home' solution, we'd like to offer you a free Remote Access Consultation. At no charge, we will review your current situation, business practices and needs and provide recommendations on how you can quickly and easily set up remote access for you and your staff.

We will also discuss your options, clarify any grey areas, and answer any questions you have. We will also map out the costs and steps involved so you know exactly what to expect.

You are under no obligations to do or buy anything; this is simply our way of trying to help businesses remain productive during these difficult times.



We Can Show You How To Enjoy The Benefits Of Remote Access, Just Like These Current Clients...



“As the executive director of a not-for-profit organizations, I know how important it is to have a solid foundation for sharing data and communication; and when your team is mostly ‘virtual’ - spread out across the country and internationally - this becomes even more important. And given the fact that I’ve been spoiled by having first-class corporate IT infrastructure, I wasn’t about to settle for anything less than the best for keeping our mission-critical applications, data and communications working. That’s why I feel so fortunate to have been introduced to Azure Horizons, Inc. They have incorporated redundant systems with a dependable backup strategy which has guaranteed us constant up-time and easy access for my team to all of our network resources. I have referred Azure Horizons to my colleagues and have received nothing but positive comments on their expertise, responsiveness and attention to providing top notch services.”

Joan Steltmann, Executive Director
Bounce Children’s Foundation



What to Do Now

To request your FREE Remote Access Consultation, do one of the following:

1. Call us directly at 708-838-7031
2. Send me an e-mail: techsupport@azure-horizons.com

Our office will call you schedule a convenient time for us to conduct the Remote Access Consultation Remember, there is no obligation for you to buy or do anything – this is simply a discovery meeting to see if a ‘work from home’ solution is right for you and your business.

Good networking,

Keith Carrizosa
President, CISSP, Digital Data Security Specialist
Azure Horizons, Inc.

P.S. If you would like to speak to a few client references prior to proceeding, simply contact us and we’ll be happy to provide the names and phone numbers for several clients we’ve worked with.

P.P.S. Please make sure you visit our web site to see the incredible 100% Money-Back Guarantee that we put on our services. You won’t find another IT consultant in Chicago Land who is confident enough in their services to put as bold a guarantee in writing as the one we have.