ThinkPad X1

SUPPORTING A **REMOTE WORKFORCE** WITHOUT LOSING YOUR MIND

Distance is no longer an obstacle to team productivity, thanks to new work habits and rapidly evolving technology. This can be especially true for virtual teams, where technology serves as the only connection between these users and the rest of the business.

Successfully supporting virtual teams demands a comprehensive approach. Our How To Guide helps you find ways to get there.

Refine Your Strategic Support Focus

Smart IT support is about more than fixing problems when they occur. The right strategy is to be proactive, focused on keeping users and their tools connected.

Understand the real cost of downtime

Proactive IT is about reducing downtime, an often misunderstood and underestimated piece of the technology total cost of ownership (TCO). As soon as a user becomes unproductive, the costs start to add up. Your number one goal should be to proactively confront the challenge:

- Before purchasing devices, train your users.

- When purchasing devices, look for reliability first.

- After purchasing devices, make sure they are well-maintained and managed.

Managed or not? The device dilemma

Buying a device is less than half the hardware battle. Some businesses simply unbox and deploy, while others choose to "lock down" the device, taking freedom away from the user while giving IT tighter control by locking down devices, operating systems, and applications — but not always all three.

Traditionally, this is better for everyone except the user who wants to do something they can't. They are easier to support and secure, especially with the right remote tools, and they cost less to maintain. They're also infinitely easier to support, since standardization removes variables that can complicate troubleshooting.

Luckily, it's not all or nothing, but you need a management framework in place to make that customization easier.

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Create More Self-Sufficient Users

Education and training on everything from applications to security make remote users more self-sufficient, reducing the support burden on IT as users troubleshoot and solve their own issues.

Set a technology education baseline

Familiarity is not mastery. Look at low-cost, web-based training suites that can be used during onboarding and incremental training on relevant applications and related skills.

Create a collaborative culture of documentation

The experts call it "peer-to-peer" support. You can make it happen by encouraging people to create documentation, join forum discussions, and become their own front IT support staff.

Make the Right Device Decisions

Chances are good it's going to be devices that generate the most remote support trouble. Unlike software, they can't be easily fixed inside the cloud. This makes hardware choice absolutely critical — how much are you willing to invest in continuous productivity?

Embedded manageability: smarter IT right out of the box

CPU-level feature sets can help you simplify IT control right out of the box. Choose devices optimized for open security and manageability standards, this lets you, not vendors, control the solution.

Up front: design vs. durability

You don't have to compromise style or portability for robust durability. You can't control where your remote users work, but you can give them the toughest tools possible.

Beyond the box: choosing a hardware partner

When supporting virtual teams, choose a vendor with fast, responsive warranty options supported by a strong global network of service providers.

DELIVERING TECHNOLOGY YOUR USERS CAN TRUST

Productivity is about keeping users and tools connected. Supporting both remotely can be difficult, but not impossible. Commit to proactive planning, and then choose technology that's up to the challenge of supporting the new everywhere workplace.

Lenovo® ThinkPad® and ThinkCentre® X1 products, powered by Intel® processors, are optimized for long, worry-free hours of superior productivity. You build the business, let our technology do the rest.

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