



A three minute guide to Flexible Working

What is flexible working?

There are many types of flexible working; part time, flexi time, job sharing etc. In this guide we are looking specifically at the option of working from home or a remote office.

Who can request flexible working?

As of April 1st 2009, by law an employee with a child under 16, or under 18 if the child is disabled, or with an adult that requires care can request flexible working. You, as an employer, are then legally obliged to give the request serious consideration.



However, more and more organisations are realising the benefits of offering flexible working to a broader section of their workforce.

How do I justify the cost?

There are a range of drivers for Flexible Working, including the efficiency agenda, accommodation strategies, the drive to become employers of choice and reducing carbon footprint.

In most cases, the initial outlay is quite often paid off within the first three months and the solution will certainly deliver Return On Investment in the long run. The cost of not implementing such a strategy should also be considered, giving the increasing cost of human resources and environmental impact.

From an output point of view, a CBI survey showed that 75% of managers believe their flexible workers are more productive.

Can flexible working help reduce my overheads?

Yes, absolutely. Overheads are reduced when staff work from home. Power, heating and office space are just some of the areas where you should see a reduction in cost.

Recent research by The Times showed savings of up to 30% on office space could be made by operating a flexible working policy. Additionally, making a move to a smaller office and introducing hotdesking can significantly reduce costs.

What level of service can I expect to receive?

- 24/7 active monitoring service
- All calls will be answered promptly by the experts on our support desk.
- Initial diagnosis will take place within 2 hours
- The fastest possible target resolution working with our partners' SLAs.





Will I lose control of my staff?

No you shouldn't. Software tools such as presence and conferencing will allow you to manage your staff remotely and effectively. This not only helps managers, but also colleagues as they can easily see the status of their co-workers.

Will my staff welcome the change?

Research shows that employee satisfaction levels and motivation grow when staff are given the option of flexible working. Absenteeism decreases and employee retention grows, reducing recruitment costs.

You also become more attractive as an employer, making your organisation more competitive. Interestingly, approximately 40% of workers indicate a willingness to forgo a pay increase in favour of the ability to work from home.

What technology do I need to implement to deliver flexible working?

Connect Flexible Workforce is a secure remote access solution which connects staff via Civica's own private broadband network. You can add wireless connectivity to this solution, eliminating cabling issues and making it quicker for users to get started.

Incorporating IP telephone handsets as an extension of your office phone system means staff are contactable at all times. They can use any device at any office or at home to access the full functionality of their desk phone. This option is extremely flexible in terms of adding or moving users and it will keep call costs to a minimum.

How do I know my systems and the data held on them are secure?

As our solution is delivered over ADSL your data does not cross the public Internet. This protects your data and systems from many security issues often associated with the public Internet.

How can this help meet disaster recovery requirements?

Giving staff the ability to work from home in the event of a disaster allows them to carry out their role as if they were in the office. This forms a vital part of your disaster recovery plan.

Ultimately, how will this improve service to our customers?

Recent research has shown that it improves the quality and quantity of output from employees. You may also be able to extend your customer service out of normal office hours as staff have more flexibility to work shifts.



Does flexible working help my organisation become greener?

Yes. Corporate travel is reduced dramatically, reducing CO2 emissions and improving your carbon footprint. With technology such as video conferencing the need for customer & supplier meetings can be reduced.

Using energy efficient technology such as thin client terminals will help reduce your power consumption, in turn reducing energy costs.

I'm interested in learning more, what do I do next?



You can contact Civica Connect on **0845 345 4282** and ask to speak to one of our Business Solutions Consultants. Alternatively, you can email sales@civicaconnect.net or visit us online at www.civicaconnect.net.

