



# 6 Common Types of Remote Workers and How You Can Support Them

Build the right IT infrastructure to support your modern-day workforce.





# Table of Contents

**03**

Introduction

**05**

Key Remote Worker  
Challenges

**07**

A Comprehensive  
Solution for Workers  
on the Go

**10**

Meet Your 6 Most  
Common Remote  
Workers

**18**

Conclusion

A great team is what makes a company successful. The maxim's stayed true for decades, but what's changed is the technology available to find, train, and retain that talent.

Now, you have the ability to spread your talent pool across oceans. Each worker can have a specialized skill set to meet a range of needs within your company, and oftentimes the work will require some degree of a remote lifestyle. These needs can range from permanent remote workers to employees who travel regularly for client meetings. In fact, a 2015 Gallup poll reported that 37% of all United States workers said they have telecommuted.<sup>1</sup> Being able to accommodate both workers who are out of range and those who are always on the go will help improve your company's overall productivity and quality of work.

In this eBook, we'll explore the six types of remote workers who enhance your team, evaluate their technical needs, and assess how Office 365 can help you give them more control over their remote work styles.

## Maximize your potential

There isn't just one type of remote worker. Employees working remotely may be traveling, working in multiple locations, or moving across different time zones. No matter where they are, they'll still need access to information and files in order to do their work. And many will need the ability to collaborate and interact with their team members as if there was no distance at all. To support a diverse team of remote workers, you need to set up a secure and adaptable technical infrastructure. By understanding the challenges remote workers commonly face, you can ensure your team has the connectivity and flexibility necessary to succeed.



October  
2016

6 Common Types of  
Remote Workers

5

# Key Remote Worker Challenges





Although remote workers come in different varieties, they share many of the same problems. These challenges stem from being out of the office and away from coworkers, but recognizing the common issues is the first step in solving the problem.

**Access:** All employees need access to company servers and tools to do their work, and employees working remotely are no exception. By setting up a system where each team member is granted access to the information they need, remote workers on the go can access files from anywhere. Cloud storage is a reliable solution to the challenge of access.

**Connectivity:** The ability to communicate with coworkers and receive quick, seamless updates over the internet significantly improves a remote team member's workflow. Even if access is limited, getting updates immediately when finally connected to Wi-Fi is vital.

**Flexibility:** In today's world, the ability to use a preferred device (Apple versus Android or laptops versus tablets versus smartphones) means higher productivity, especially for employees in transit. Workers are more comfortable on their own devices

because they are instantly familiar with how they work, and they often can work quicker with devices of their choice because they know the operating systems and shortcuts available. Particularly for those working on the go, this time saved can be valuable to immediately get to the task at hand. Strive to give your team the ability to use whichever device is most convenient for them, and you'll cut down on the time it takes for them to familiarize with the devices in hand.

**Built-in security:** Protect both your remote workers' and your company's proprietary information. According to a Lookout, Inc. study featured in USA Today, 60% of employees said they are aware of some of the risks of using their personal devices for work, but 85% of those respondents said they do it anyway.<sup>2</sup> Ensure you're providing your team with the safest tools, and set best practices for appropriate file sharing and privileging.

Giving each type of remote worker the IT support they need enables you to maximize your team's potential. In the next two sections, we will review the IT support your remote workers need, diving into each common remote worker, their lifestyles, and their needs.

October  
2016

6 Common Types of  
Remote Workers

7

# A Comprehensive Solution for Workers on the Go

A woman with blonde hair, wearing a dark blazer, is seated at a round white table. She is looking down at a laptop computer. The laptop is open and positioned on the table. To the left of the laptop, a smartphone is lying flat. The background consists of a large window with a view of a city skyline under a clear sky. The lighting is bright, suggesting daytime. The overall scene conveys a professional, mobile work environment.

### **SharePoint**

SharePoint puts your intranet in your remote employees' pockets, enabling them to intelligently discover, share, and collaborate on content all from their mobile devices. Modern SharePoint team sites provide an easy and engaging way to manage and collaborate on content in the cloud.

### **Skype for Business**

Chat, call, conference—Skype for Business lets team members work like everyone's all in one room, even when they're not. From collaborative team sessions to large-scale broadcasts or dialing into a conference using your phone, Skype for Business is designed for all your employees' meeting needs, on-site or remote.

### **OneDrive for Business**

Storing files in OneDrive for Business gives your remote employees access from any device with the ability to easily share and co-author documents with others. Doing so ensures that collaborators always work with the latest copy, while OneDrive automatically manages historic changes.

### **OneNote**

Further enabling employees to work the way they want, OneNote's typing, inking, audio, and video notes help remote workers stay organized and share their notes with colleagues in real time and on the go. Whether connected to the internet at the time they're working or synced at a later time and place, each worker can easily access all past and ongoing OneNote notebooks, then collaborate with others as they see fit—without concern about sharing the most up-to-date version of the notebook.



### **Office 365 Advanced Threat Protection**

Advanced Threat Protection weeds out any malicious threats before they reach an employee's inbox. With 99.9% Exchange Online Protection uptime guarantee and zero-day protection, nothing's reaching a worker's device without your peace of mind over their protection.

### **Mobile Device Manager**

With your approval, all company-related system applications and files instantly wipe off any device—which means BYOD just got easier and more secure to handle. All content backs up to the cloud, so you can access all files after a lost device or departed employee is gone.

### **Office 365**

No Wi-Fi connection? No problem. The entire Office 365 suite works offline or on, from a remote worker's device of choice, syncing to the shared server the moment it reconnects. And global permission means the entire suite travels with any employee wherever they go.

Now that you understand the comprehensive solutions that can help your remote workers, let's meet them to understand more about their lifestyles and needs.

# Meet Your 6 Most Common Remote Workers

A close-up photograph of a person's hands holding a tablet computer. The person is wearing a dark jacket and a grey sweater. The tablet screen displays a colorful interface with various icons and text. The background is blurred, showing another person with long blonde hair and glasses.



# The Night Owl

## Key Features:

OneDrive for Business  
SharePoint  
Office 365

Night Owls are often found anywhere in the company: creative, development, administration, and even PR or marketing. Whether due to their personal preference or the requirements of the job, they thrive when they work outside of regular business hours. Perhaps they have meetings all day and work at night in order to complete focused tasks, or maybe they find that inspiration hits late into the evening. Regardless of the reason, Night Owls want to work at a time that's best for their personalities and schedules, and they crave long stretches of uninterrupted time to do their best work.

Preparation and communication are key for a Night Owl employee, who needs to

be able to connect with coworkers quickly and conveniently during business hours. Consistently maintaining contact is also important, since working out of sight can potentially put them out of mind as well. But when Night Owls aren't connecting in real time, they still need to access the files and data necessary to get their job done.

For their ongoing access needs, these workers will best benefit from SharePoint and OneDrive, seamlessly integrated across the whole Office 365 suite. As one Night Owl works late into the evening to finish a project due that week, she can still access all necessary company documents at home on her laptop as though she were working from her desk in the office. She can focus from the comfort of her own home as she works to meet a deadline, rather than stressing about staying late or pulling an unproductive all-nighter. Or another Night Owl who hops online from his phone to add to a coworker's earlier work can rest easy as he goes to bed, knowing his team will see his changes and work from the most up-to-date files when they start fresh the next day.

# The Jet-Setter

## Key Features:

- OneDrive for Business
- SharePoint
- OneNote
- Office 365
- Advanced Threat Protection
- Mobile Device Manager

If you have a Jet-Setter in your company, you'll likely recognize this category immediately. Jet-Setters love change, never stop moving, and excel at adapting to new environments. Fulfilling their responsibilities most likely requires them to travel, typically attending international events, conferences, client meetings, or other off-site engagements. Often in communication with multiple people throughout the workday, they use a wide variety of devices to stay in the loop. You'll find Jet-Setters most commonly among your C-level executives, marketers, and sales personnel.

Naturally, working on the road brings its own set of challenges. These team members need to stay connected with the office, but Wi-Fi might not always be available where they are. Not to mention, they need a way to reliably tap into company resources and information at potentially odd hours from odd places.

To keep Jet-Setters' lifestyles running smoothly, the best tools for these workers are the ones that enable accessibility and security, as they hop from one city or appointment to the next. So when your executive's at the airport with bad Wi-Fi connectivity and a dead laptop battery, he can still use Office 365 on a tablet or a phone to access documents offline—syncing any edits the second he reconnects. With the OneDrive for Business sync client, he can take all OneDrive and SharePoint files offline while he works, automatically syncing the changes once back on the internet. Not to mention, although having any employees use public Wi-Fi can be a concern for security, with Advanced Threat Protection ensuring built-in protection, your Jet-Setter never has to worry about getting hacked from the road.



# The Road Warrior

## Key Features:

- OneDrive for Business
- OneNote
- Office 365
- Mobile Device Manager

You'll commonly find Road Warriors in your sales, PR, and marketing teams. More apt to day travel than lengthy business trips, they live their careers on the road, making one client connection after another—which means they never stop moving and usually work flexible hours based on what works for their lifestyles.

Road Warriors tend to use multiple devices and need to quickly update themselves in their spare seconds between meetings. Depending on where they're working from in the moment, they often capitalize on the limited times and places they find internet access or rely on later connectivity to sync up with their teams and database

information. Being able to review and add notes to their files as they go is vital to keeping them doing their best work.

Since mobility is one of the Road Warrior's more recognizable traits, they'll find particular value in OneNote, which offers a wealth of possibilities. While sitting in her next client meeting, your Road Warrior could be conferencing with her team in real time. Taking notes on her mobile device over a Wi-Fi connection, she can share her notebooks with her in-office team members for their input to keep the meeting on the best track to success. Alternatively, if that same Road Warrior's out of range, she can work offline and share her notes to update the team once reconnected.

# The Commuter

## Key Features:

- OneDrive for Business
- SharePoint
- Office 365
- Skype for Business
- Mobile Device Manager
- Advanced Threat Protection

Commuters are usually partially remote, working from home perhaps a few days a week or month. Flexibility is what they like about their job, and they prefer being able to live and work where they want. Commonly, Commuters live just far enough from the office for the commute to be a challenge, or they may have additional responsibilities that keep them at home.

To keep their workflow going whether they're in office for the day or not, these team members need the ability to sync and access files no matter where they are. Depending on their mode of

transportation, they may be working from a home office, company desk, and even a train or bus on their trip in. Commuters also need the ability to communicate with everyone at the office as though they were in the same room.

Since their work experience needs to be as easy out of the office as within, Office 365 maintains the access and communication this worker needs across the board. Rather than having to save questions or meetings for the day he's in the office, the Commuter and his colleagues can use Skype for Business to touch base, message a quick question, or video call for a conference anytime throughout the workday. And whereas he might otherwise live by the USB drive to save and upload documents or sift through a constant barrage of incoming and outgoing emails, now he can just turn to OneDrive and SharePoint for everything he needs. Regardless of the device or location he's working from, your Commuter will have full access to the latest company files and instantly connect with his team members as he works throughout the day.



# The Migrator

## Key Features:

- OneDrive for Business
- SharePoint
- Office 365
- Skype for Business
- Mobile Device Manager

Migrators, like Commuters, also tend to be in the creative fields, but their lifestyles often are much different. Typically, they've kept their current jobs while moving somewhere far from the office. Though they might be in a different time zone or even another continent, Migrators still need to coordinate with team members who are based at company headquarters or even across multiple locations.

Whether they make their own hours or keep to a company clock, Migrator employees need server access anytime, anywhere—which means permission to work in necessary documents on their own or company-supplied devices. They also need a fully cloud-based workflow

to enable them to work exactly as they did before when in-office, including communication tools to talk to team members. The biggest obstacle for these remote workers is that they're not physically with the team anymore, which can easily result in access and communication problems without the right tools at hand, and that can lead to unnecessary and unproductive downtime.

But your Migrators need not feel the sting of the distance. Sending an email or grabbing the phone every time she asks a coworker a question will get old real fast, but your Migrator can talk to coworkers as easily as if they were in the next chair over with Skype for Business instant messaging. Or he can hop on a video conference when he starts to worry that his coworkers may have forgotten what he looks like.

The instant communication and collaboration the Office 365 suite provides will keep everyone feeling like your Migrators are part of the team. Then if the remote employee moves on from the company or loses a piece of equipment, there's no need to physically track down the hardware—the entire system can easily wipe from their devices with the IT admin's push of a button.

# The Industry Expert

## Key Features:

OneDrive for Business

SharePoint

Mobile Device Manager

Whether they're project-based hires, short-term employees, or elite long-term team members operating on a specific task, Industry Experts are typically highly specialized workers in your company's industry who might be based far from your location. But that doesn't mean you can't bring them on your team. These remote hires are generally niche subject-matter experts across industries or people who work in tech and development teams.

If not given the proper tools, an Industry Expert may run into obstacles that prohibit reliable real-time collaboration, communication with teams, and access to company files and documents on their own devices. The last thing they want is to feel left all alone to fend for themselves when brought in for their expertise to help in the first place. To keep these remote workers' progress on their teams' radar, Office 365 tools help against these challenges by providing instant collaboration and file sharing/privileging.

If an Expert joins the team to help with product design and innovation, using SharePoint enables the company to share only the design files necessary, while keeping financials, marketing plans, and customer data under wraps. It also ensures that management can oversee the remote worker's ability to view, edit, and share whatever is necessary.

But to avoid making your Industry Expert feel like she's being micromanaged to the extreme, OneDrive puts her in control over her projects by granting access to team members' comments and changes. She can

maintain her workflow without bottlenecks in time, waiting for revisions or approvals.

Then when the working relationship is complete, Mobile Device Management removes all company information and access from the Industry Expert's device, keeping confidential information from traveling outside the project.





Not all remote workers are the same. Their technological needs will vary by the job they're doing, their preferences, and their work lifestyles. Maintaining top talent across your organization may very well bring in more remote workers in more roles than you've considered before. These six types of remote workers' own personalities and work schedules often dictate what they need to keep performing well. To set up your employees to succeed, it's important to give them the tools and infrastructure that enable them to be as productive as possible.

Near or far, Office 365 brings work capabilities to wherever your remote workers may be.



How we work has changed. How do you know that you're making the best use of technology to make your employees and business as efficient as possible? Register now for a 30-minute visual demonstration of Office 365, and learn how it can propel your business to new levels of productivity.

[\*\*Register Now\*\*](#)

Sources:

1. "In U.S., Telecommuting for Work Climbs to 37%," 2015, Gallup
2. "Federal Workers' Personal Devices Pose Security Risk," 2015, USA Today