



irishamerican
business chamber & network

EST. 1999

Collaboration in Times of Crisis

Launch of IABCN Online: Webinar Series
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Presenters



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Agenda

- ▶ 84 Million Americans are forced to stay home during this Pandemic
 - ▶ This is the ERA of “Shut In Economy” - we should pause and give thought to the fact that like post 9/11, our world adopted new ways to communicate, I believe this is where we are now.
 - ▶ Our purpose today is to position Chorus/Kinly/Telarus as a resource to assist all on how to adapt to a work from home environment.
- ▶ What you need to consider for remote working (Tech)
- ▶ Offers that are available
- ▶ Helpful tips & resources for managing remote teams
- ▶ Q&A

Remote Working

► Technology

- Using what you have
- Network
- Security of Data
- What else do you need?
 - Run a speed test on your home www.speedtest.net (we recommend 50mpbs/5mbps)
 - Comcast
 - FiOS
 - 4G Backups (My-fi) Hotspots

► What's happening recently?

- According to experts, the US is preparing for this pandemic to last up to 18 months or longer.
- Future: Surge, flatten, surge, flatten, surge, flatten
- Companies relying on crowds will suffer. Companies relying on streaming will prosper.
- COVID-19 has made working remote critical to success.
- LAYOFFS, SALARY REDUCTIONS, CAREERS DESTROYED.
- Many companies were unprepared and are scrambling to find solutions.
- IT infrastructure, software, security and bandwidth are the biggest challenges.
- There is also a culture and communication shift when moving to remote work.

Remote Worker Set Up - Basic



Audio access



Computer Access



Private area or headset to keep far end communication private



Video desktop camera



Security of data

Current Free Offerings

- Make sure you completely understand Day 2 (not free) cost before rolling out
- You don't want sticker shock or have to take away features that users have become accustomed to
- which features are necessary vs nice to have

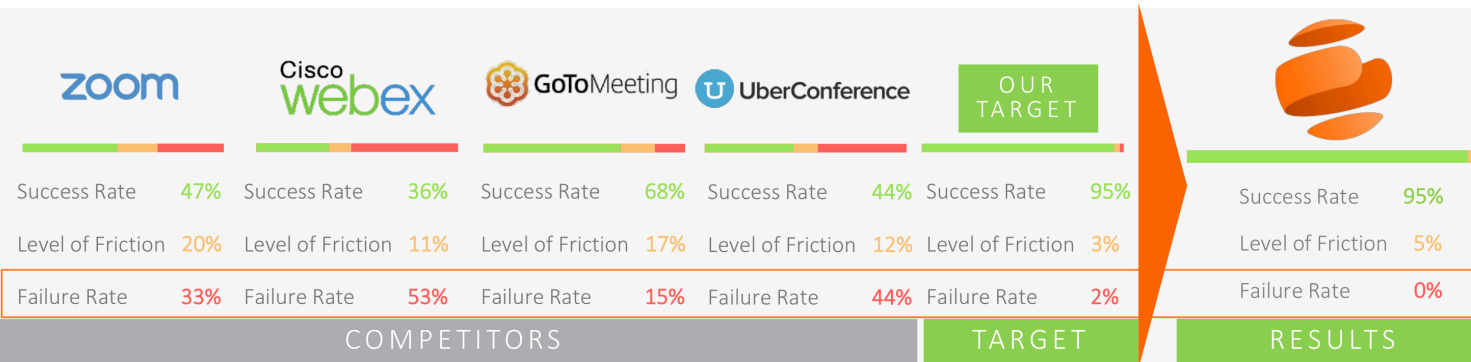
Feature	Pexip	Global Meet	Zoom	Cisco	Microsoft
Free Offer	30 days	30 days	Offer free 30 days, pay license per user	90 days	90 days
Billing model	per month, cancel anytime first year, renew at same rate year 2 with 90 day cancellation notice	Per month (1 year term) Shorter term contracts are currently available (during this time)	Year in advance	year in advance	year in advance
Subscription model range per person	\$3 - \$9 per month per user	12-39/user per month PGi GlobalMeet also offered 'shared enterprise model' - alt. to paying per host	\$13-\$25 per person per month in advance	\$14-\$29 per person per month in advance	\$5-\$35 depending on organization
per room registration	included	Webcasting only	\$20-\$50	\$20-\$50	needs a license same a person
Audio Billing Model	included	Audio included in licenses. Per minute audio-only plans available as well	additional license fee for phone or per minute	depending on package	depending on license model
Meeting Capacity	100 ability to adjust layouts, no meeting time limits	125 on web; 300 on audio	100 Users for Free 40 minutes of meeting time Other packages can have 1000	200 user for free Other packages can have events with up to 10,000	250 participants video chats
Webcast Capacity	Separate platform for events can be up to 10,000 - additional fees	30,000 capacity separate from collaboration; up to 10,000 on audio-only operator assisted calls	10,000 capacity depends on additional license	10,000 additional license	10,000 additional package
Meeting Types	audio & video	All	multiple meeting types	Webex has multiple meeting types	Multiple
Cloud, on prem, hybrid	free is cloud / on prem available	All cloud	on-prem, cloud, and hybrid deployments.	On-prem, cloud, hybrid	On prem, cloud, hybrid
MPEG 4 Recording	additional service fee	All web based; can download mp4	MPEG 4	1 Gig Cloud Storage	10 Gig per organization
Join H.323 or SIP Video	yes included	Yes, \$15 extra/license	Yes with video license	yes included	yes included
Personal Meeting Rooms	yes included Encryption built in	Yes	personal meeting id and personal links offer options like requiring password to enter, join before host, and domain whitelisting	Yes personal meeting ids and randomly generated urls both available , encryption built in	Secure password and access right, secure entry
Team Collaboration	chat included , no whiteboarding	Chat, no whiteboard, multi-presenters, friction free sharing, file sharing	persistent chat, rich content sharing, whiteboarding, co-annotation and multi-share (on desktop and mobile).	Persistent chat, rich content sharing, whiteboarding, multi share,	persistent chat, rich content sharing, whiteboarding, co-annotation and multi-share (on desktop and mobile).
Security	ISO27001, HiPPA , Encryption built in	Encryption, security docs available	HIPPA not free ,requires separate TeleHealth contract otherwise all content is recorded for AI Learning	HiPPA, Encryption built in	HIPPA Encryption built in
					https://www.microsoft.com/en-us/microsoft-365/blog/2020/03/15/our-commitment-to-privacy

User-Driven Product Design



Our simple and intuitive user interface is continually tested and benchmarked among competitors.

To understand the results, the success rate is the % of the time it takes the user to correctly identify an element within 2-5 seconds. The level of friction is when the user has to spend 10 seconds or more scanning the screen before they correctly identify an element. The failure rate is when the user can't figure out how to do something or could not figure out what to do



Supporting your Team

Create

Create a Sharepoint, Slack channel, Teams page or even a LinkedIn Messenger Group for small companies to provide updates, messages and videos on status of your organization

Share

Share best practices or let people practice their video presenting with you

Lead

Lead by example -use video in one to ones to review emotional health of your team

Promote

Promote skills trainings lots of free resources online now, learn other languages, technical skills

Articles - Resources

Remote Work

- ▶ <https://www.inc.com/lindsey-pollak-eileen-coombes/remote-work-home-productivity-communication-self-care-morale-team.html>
- ▶ <https://www.insperity.com/blog/manage-remote-employees/?AutoBlogEmail=subscribed&pid=AutoBlogEmail&elqTrackId=2bcb26d02deb48a49f6c8f1519e964cb>
- ▶ <https://www.kinly.com/files/KINLY-Whitepaper-WFH.pdf>

Parenting

- ▶ https://www.amightygirl.com/blog?p=29196&utm_source=newsletter&utm_medium=email&utm_campaign=20200323&ts=20200323

Self Improvement/ E- Learning

- ▶ <https://www.avixa.org/avixa-stands-with-the-av-industry>
- ▶ <http://www.amazingeducationalresources.com/>
- ▶ <https://www.linkedin.com/learning/me>
- ▶ <https://www.coursera.org/>



► Q&A

Personalized One to One Help & Follow Up

- ▶ Send requests to proposals@choruscommunications.com