



irishamerican  
business chamber & network

EST. 1999

## Collaboration in Times of Crisis

# 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
  - ▶ 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

# What did we Learn? What lessons were carried forward?



# Remote Working

## ► Technology

- What can I accomplish with my current Tech Infrastructure?
- Network
- Security of Data
- What else do you need?
  - Run a speed test on your home [www.speedtest.net](http://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: Approximately 35% or more will never return to traditional workplace
- Companies relying on crowds will suffer. Companies relying on streaming will prosper.
- COVID-19 has made working remote critical to success.
- 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

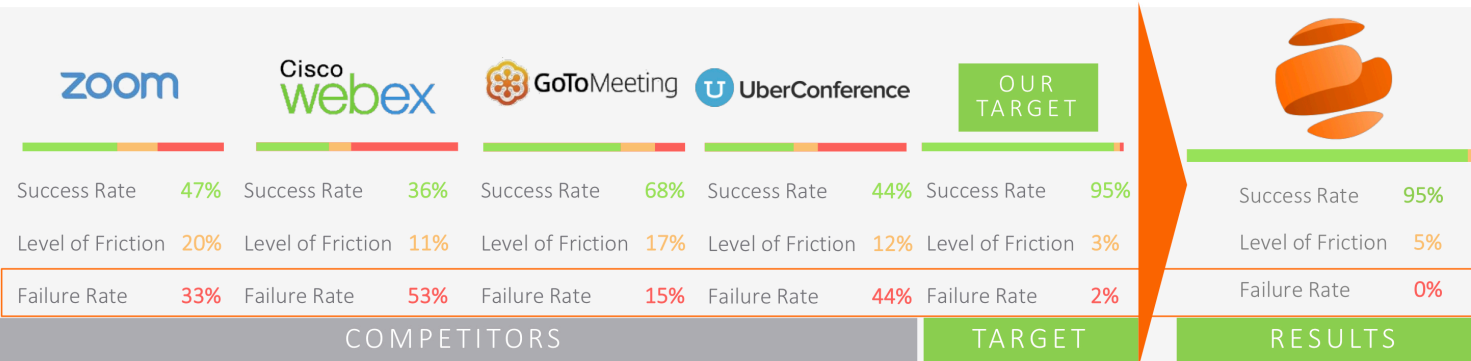
| Feature                             | Pexip   | Global Meet   | Zoom   | Cisco   | Microsoft   |
|-------------------------------------|---|---|--|---|---|
| Free Offer                          | 30 days   | 30 days   | Offer free 30 days, pay license per user   | 90 days   | 90 days   |
| Billing model                       | per month, cancel anytime first year, renew at same rate year 2 with 90 day cancellation notice | Per month (1 year term)<br>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<br>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<br>40 minutes of meeting time<br>Other packages can have 1000   | 200 user for free<br>Other packages can have events with up to 10,000                     | 250 participants<br>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<br>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   |
|                                     |   |   |  |   | <a href="https://www.microsoft.com/en-us/microsoft-365/blog/2020/03/15/our-commitment-to-privacy">https://www.microsoft.com/en-us/microsoft-365/blog/2020/03/15/our-commitment-to-privacy</a> |

# 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](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/>

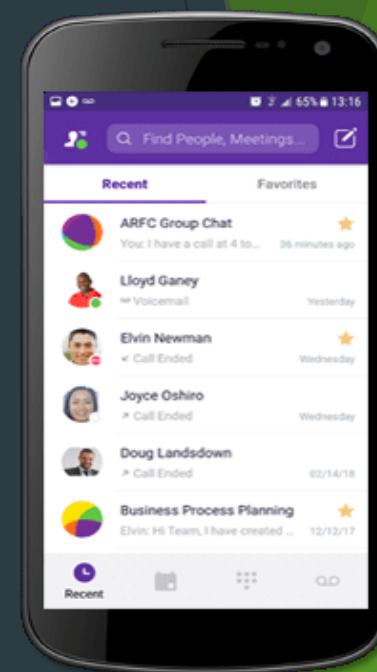
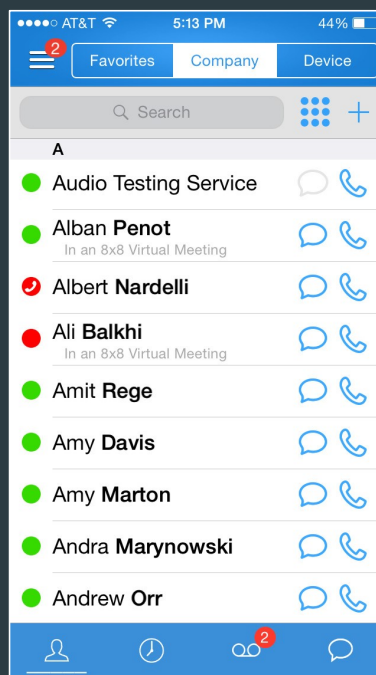
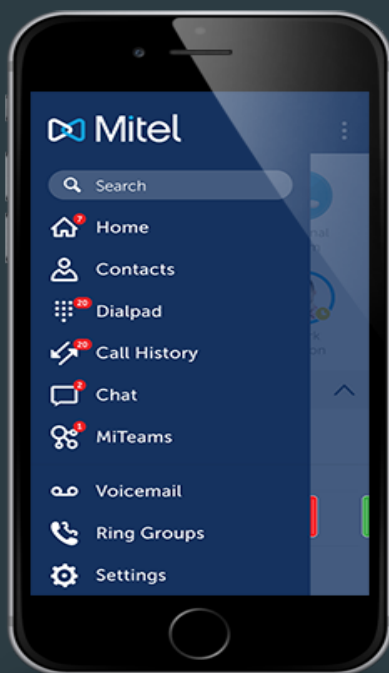
# Business continuity- data security- Compliance-BYOD

- ▶ Business Continuity Plan
- ▶ Does your Client have a plan in place? - Data and application uptime.
- ▶ What are their critical business applications?
- ▶ Voice
- ▶ Data
- ▶ Applications hosted or on premise?
- ▶ How many employees does your client have?
- ▶ Do their employees use personal computers (BYOD)?
- ▶ Are appropriate security measures and policies in place to support their remote workers?
- ▶ Employees are accessing apps and data on **internal servers and desktops** through the WAN now at 10x the historical volume
- ▶ VPN throttle crash
- ▶ Does your Client's WAN have the capacity to support the number of new remote users accessing internal files & apps?
- ▶ Short Term: Upgrade (MSP's and IaaS) opportunity
- ▶ Long Term: Switch Carriers (if building is lit.)
- ▶ Port Access Size is the determiner?? Need to know Port Access size vs. current?

# What we can expect to manage through the next 12 months

- ▶ According to experts, the US is preparing for this pandemic could last up to 18 months or longer.
- ▶ Future: understand that this will be much the new norm 35% not coming back to workplace
  - ▶ DaaS/UCaaS
  - ▶ Cloud Computing
  - ▶ Mobility
- ▶ Companies relying on crowds will suffer. Companies relying on streaming will prosper.
- ▶ 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.
- ▶ How can I make my payroll? What infrastructure can I cut/reduce?
- ▶ What will remote work do to my staying in compliance (financial, medical, legal, etc.)
- ▶ Is my infrastructure ready for the change?
  - ▶ Talk about LAN/WAN reconfigs currently not built for remote workers
  - ▶ Network Assessments [www.speedtest.net](http://www.speedtest.net) -
  - ▶ SD-Wan opps
  - ▶ Challenges of predefined WAN's with VPN Tunneling that cannot handle new loads
  - ▶ Data security / Compliance issues
  - ▶ How does BYOD and shift out to remote affect Metered Cellplans and Circuit Loads?

# Unified communications as a service UCaaS CRM/ERP Integrations



# Personalized One to One Help & Follow Up

- ▶ Send requests to [proposals@choruscommunications.com](mailto:proposals@choruscommunications.com)



► Q&A