

Five types of remote workers and how to support them

Building the right IT infrastructure
to enhance and support your team
with Microsoft 365 Business





Introduction

As a business owner you know that a great team is what makes your business successful, but how a team operates and where it operates from has changed over the years. What worked when you started up no longer works as well and you know that your customers want better and faster services from your team.

In 2016 43 percent of employees worked remotely at least some of the time. With the Covid-19 pandemic that has increased significantly!

You'll know how difficult it is to make sure that your team has the information and ability to communicate with your customers and other members of your team. So in times such as these how do you know you're making the best use of technology to keep your employees and business as efficient as possible?

Is there a way that you can help your team achieve even more? And can you do that quickly and with minimal disruption to your team and business.

In this guide, we'll explore the five types of remote workers who impact your team, evaluate their technical needs, and assess how Microsoft 365 Business can help you enhance and simplify their remote working styles across all their devices, bringing new levels of efficiency to your business.

Key remote worker challenges

Although there are many types of remote workers, recognizing their common issues is key to making your remote workforce successful.



Access

Cloud storage makes it possible for any team member to access the information they need, no matter where they are.



Connectivity

The ability to communicate with co-workers and receive seamless updates online significantly improves a remote team member's workflow.



Flexibility

In today's world, the ability to use a preferred device means greater productivity, especially for employees in transit.

Built-in security

Keep work secure by providing your remote team with the safest tools and setting best practices for file access and sharing.

Meet the five types
of remote workers



The night owl

Most productive after office hours, but still needs network access.

Key tools:

[Microsoft Teams](#)

[OneDrive](#)

[SharePoint](#)



With hours of meetings and other distractions, the workplace is sometimes the last place where you can actually get work done. That's why night owls crave long stretches of uninterrupted time in the evenings to do their best work.

- **Microsoft Teams** helps night owls maintain crucial contact with coworkers during business hours and beyond, since working out of sight can potentially put them out of mind.
- **SharePoint** and **OneDrive**, seamlessly integrated across the whole Microsoft 365 Business suite, give night owls all-hours access to the files and data necessary to get the job done.



The road warrior

Often out of range, but stays in sync with mobile productivity tools.

Key tools:

[Microsoft Teams](#)

[Mobile Device Manager](#)

[OneDrive](#)

[OneNote](#)



For salespeople and marketers who are constantly on the road, there are often limited times and places to access the internet. When they do get back online, these road warriors need to be able to sync with their teams and company database.

- **Microsoft Teams** offers road warriors the flexibility to use any mobile device to get updates quickly in their spare seconds between meetings and conference with their team in real time.
- **OneNote** lets them review and add notes to files on the fly and share from their mobile devices.
- **OneDrive** works even when road warriors are out of range. Productivity doesn't have to stop when they're offline—they can share files once they reconnect, keeping the team and work moving, just like them.



The commuter

Always connected, whether on the way to work or working from home.

Key tools:

[Advanced Threat Protection](#)
[Microsoft Teams](#)
[Mobile Device Manager](#)
[OneDrive](#)
[SharePoint](#)



Commuters are usually partially remote, living just far enough from the office for the drive in to be a challenge and opting to work from home a few days each week or month.

Whether at home, on a bus, or picking up the kids from football practice, commuters can use Microsoft 365 Business to securely access files and communicate with everyone at the office as though they were in the same room.

- **Microsoft Teams** enables commuters and their colleagues to touch base, message a quick question, or video call for a conference.
- **SharePoint** ensures commuters have access to the latest company files.
- **OneDrive** gives commuters the power to co-author in real time with team members anywhere, anytime, across all devices.



The migrator

Location isn't a barrier to instant communication and collaboration.

Key tools:

[Microsoft Teams](#)

[Mobile Device Manager](#)

[OneDrive](#)

[SharePoint](#)



If your top sales person who works on your biggest account lives in a different city, how do you overcome access and communication problems that can lead to unnecessary and unproductive downtime?

- **OneDrive** and **SharePoint** enable migrators in different time zones—or even on other continents—to coordinate with company headquarters and get server access anytime, anywhere.
- **Microsoft Teams** provides instant communication and collaboration to make migrators feel like they're always part of the team.
- **Mobile Device Manager** gives your IT team the power to remotely wipe devices with just one click if your migrators move on or misplace a piece of equipment.



The industry expert

Needs autonomy and flexibility while staying connected and supported.

Key tools:

[Microsoft Teams](#)

[Mobile Device Manager](#)

[OneDrive](#)

[SharePoint](#)



Even remotely hired industry experts don't want to be left to fend for themselves. So why let things like business hours get in the way of their valuable expertise?

- **SharePoint** enables your company to share only the files, data, and apps necessary for experts to do their jobs while keeping your sensitive data under wraps.
- **OneDrive** enables experts to feel in control and connected—never micromanaged—allowing them to share and collaborate with team members on their own time.
- **Microsoft Teams** lets you chat, call, or conference with your experts. Co-creation and editing capabilities power ideation—with the option to jump into a chat or meeting to ensure alignment.
- **Mobile Device Manager** takes care of removing remote experts' access to company and confidential information across all their devices when the working relationship comes to a close.

How we work has changed

Learn how Microsoft 365 Business can propel your business to new levels of efficiency by talking to us today...