

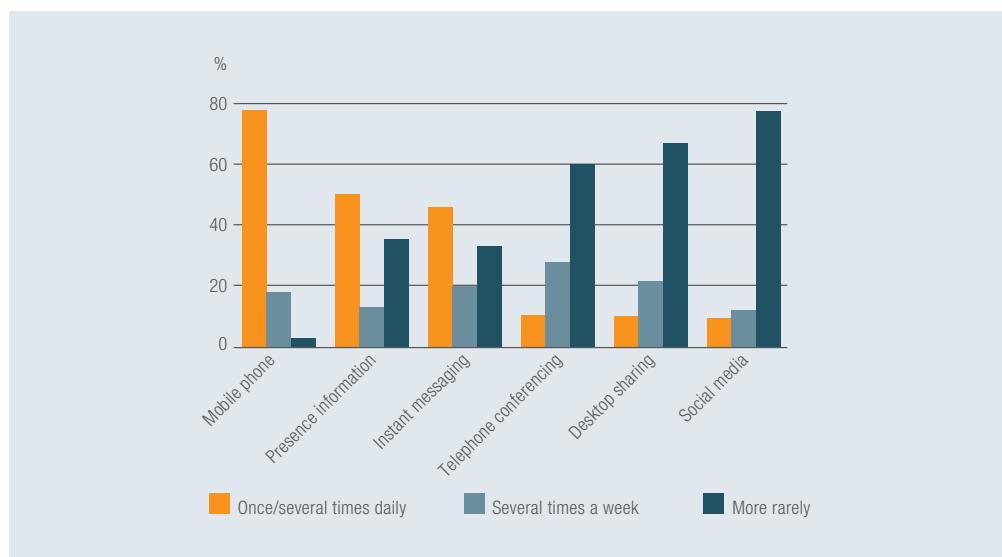
# WorkAnywhere

## IT focus

Particular questions arise for the in-house IT department in relation to mobile and flex work:

### Use of communication tools

Mobile and flex work only succeeds with the right IT equipment and modern communication tools. During the trial, mobile phones were the tool used most often (after e-mail). In addition, participants made use of various UCC (Unified Communication & Collaboration) tools and personal social media platforms (e.g. Yammer, Xing, Linked In, Facebook) with varying levels of intensity:



There were major differences between the two companies: Swisscom already implemented a company-wide UCC solution a few years ago, and these tools were therefore used much more intensively (including telephone conferences). Among the SBB participants, UCC tool usage only increased slightly during WorkAnywhere. The use of social media decreased during the trial; in the end, it was only used daily or several times a day by 10 percent of participants (previously 17 %).

There were no age-related differences in the use of communication tools, nor was there a correlation with the level of education or the job position. In response to the question about their affinity for technology ("I find out quickly how to use new technologies for computer-based communication."), women were less positive. However, there was no difference between men and women in their actual use of the tools.

We also asked the participants which additional tools they felt would be useful. There were a few isolated requests for (better) document management tools as well as videotelephony tools.

**In the course of the "WorkAnywhere" study, employees of SBB and Swisscom performed part of their work from home and while commuting.**

**During this time, they were not only more satisfied and productive but were also able to shift 66 percent of their commutes to off-peak times thanks to the flexible structure of their working day. In this way they were able to reduce the load on the public transport infrastructure and enjoy a more relaxed commute.**

## User expectations

The participants appear to have been largely satisfied with the basic equipment provided, consisting of a laptop, smartphone and remote access to the company network. Swisscom participants used the UCC functions intensively while usage increased slightly among SBB participants. Some reported a need for a comprehensive solution (including voice-over-IP, desktop sharing, etc.).

The greatest need expressed concerned connectivity on trains (via WLAN or the cellular network). Over 60 percent regularly worked online on the train and therefore see a great need for better connection quality. However, it must be noted that, as a result of technical limitations, (broadband) Internet connections on trains cannot be guaranteed throughout the rail network for the time being. Furthermore, hundreds of commuters have to share the available bandwidth on trains during peak hours. Offline tasks are therefore preferable in this instance, or e-mails can be quickly dealt with on the smartphone. Outside of the peak traffic periods, however, better Internet connections can be enjoyed.

## Challenges of flex work for IT

For the company IT department, it is not enough to provide the employees with equipment. It is just as important to provide training and support to ensure that they can use these tools. New challenges also arise in relation to security: mobile work also means mobile business data. Among other things, a secure data connection, simple and secure identification and laptop privacy screens are important in this regard.

## Conclusion

In order for the “WorkAnywhere” model to work, employees must be provided with the necessary tools and also be able to use them. The participants felt that the following is necessary:

- Laptop with remote access to the company network
- Smartphone (for e-mail, contacts and calendar)
- Mobile Internet access (e.g. Mobile Unlimited, public WLAN or smartphone as hotspot)
- UCC solution for easy online collaboration (instant messaging, presence information, telephone conferences etc.)