

As businesses across the globe begin to settle into the "new normal," many are embracing long-term remote work. In some cases, businesses are planning to implement a hybrid arrangement where employees will come into the office for part of the week and work from home on the other days. As such, organizations will need to manage and support employees that will continue to work remotely on an ongoing basis.

However, long-term remote work presents its own set of challenges. From streamlining IT operations and ensuring business productivity to keeping systems and networks secure, there are several concerns associated with remote work that organizations must address.

### ARE YOUR EMPLOYEES READY TO WORK REMOTELY LONG TERM?

*Ensuring employees have access to everything they need to work from home is one of the key features of a successful transition to remote work. Answering the following questions will help you determine whether your employees have what they need to be productive.*

✓	Do your employees have the home office furniture and equipment needed to work remotely long term?
✓	Do your employees have access to all critical business applications from their home office?
✓	Does your organization have a remote work policy?
✓	Do employees have access to collaboration tools and applications that support fully virtual processes such as hiring and HR?
✓	Do you have remote meeting software set up?
✓	Do your employees have remote access to the business phone system?
✓	Are you set up with automated deployment and monitoring of VPN clients?
✓	Do you have a Bring Your Own Device (BYOD) policy to manage personal devices that remote workers may use at home for business purposes?



### IS YOUR IT TEAM READY TO MANAGE REMOTE USERS AND THEIR DEVICES LONG TERM?

*You need to ensure that your IT staff is well prepared to remotely monitor and manage the devices being used by your remote workers. Remote monitoring, access and management of all endpoints, both on-and off-network, will facilitate faster remediation of IT issues.*

✓	Do you have remote access to your employees' off-network devices?
✓	Do you have an automated process to keep all operating systems, browsers and applications patched and up to date even for off-network devices?
✓	Can your IT team quickly and easily jump from service tickets to remote endpoint management to troubleshoot issues?
✓	Do you have easy access to IT documentation and IT asset information in your service desk and endpoint management tools?



## ARE YOU SET UP FOR SECURE IT OPERATIONS TO SUPPORT YOUR REMOTE USERS LONG TERM?

Remote workers can expose your systems and networks to the risks of cyberattacks and breaches. You must ensure that you have the right security measures in place to support secure IT operations for your remote users.

✓	Are you using multifactor authentication (MFA) to improve login security, including your endpoint management solution?
✓	Do you have network access policies and an automated process to determine who can access a network and under what conditions?
✓	Do you have an email phishing protection solution?
✓	Do you have backup (BDR) and SaaS data backup solutions integrated into your endpoint management tool?
✓	Do you have a BYOD policy in place? Does it require management of these devices by the IT department?
✓	Did your employees receive security awareness training?
✓	Would managed SOC services help you deliver best in class security to your business?



With the dust beginning to settle, businesses are slowly but steadily recovering from the global pandemic. Given that many businesses now plan to adopt a hybrid work model, it only makes sense to prepare for the unique challenges of supporting remote work in the long run.



*Want to know how Kaseya can help you support your remote workers long term?*  
**Sign up for a personalized demo now.**



### About Kaseya

Kaseya® is the leading provider of complete IT infrastructure management solutions for managed service providers (MSPs) and internal IT organizations. Through its open platform and customer-centric approach, Kaseya delivers best in breed technologies that allow organizations to efficiently manage, secure, automate and backup IT. Kaseya IT Complete is the most comprehensive, integrated IT management platform comprised of industry leading solutions from Kaseya, Unitrends, Rapidfire Tools, Spanning Cloud Apps, IT Glue and ID Agent. The platform empowers businesses to: command all of IT centrally; easily manage remote and distributed environments; simplify backup and disaster recovery; safeguard against cybersecurity attacks; effectively manage compliance and network assets; streamline IT documentation; and automate across IT management functions. Headquartered in Dublin, Ireland, Kaseya is privately held with a presence in over 20 countries. To learn more, visit [www.kaseya.com](http://www.kaseya.com).

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