

MyCloud Constellation

Flexible working solutions

Efficient business is now carried out regardless of time zone, location and even country. Flexible working with no time or geographical constraints is here to stay. From small businesses to large corporations, policy is changing to reflect changing demands of companies and their staff for remote and flexible working.

In times of disruption or crisis, flexible working keeps business going. Geographically dispersed workforces are a key feature of a resilient business, unaffected by local issues such as flooding or a power cut that can cause disruption.

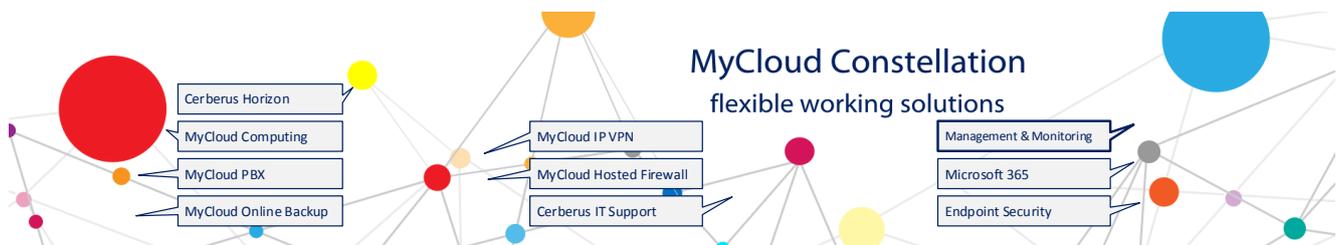
Creating this flexibility through smart use of your IT systems is straightforward to implement and simple to maintain. It just needs a trusted pair of hands and the right suite of tools to get you there. With companies often using access technologies designed for only a small number of remote workers and then struggling to scale up, understanding performance, security and application performance issues is vital.

Discussing their new London office, a Google spokesperson said, "To give employees the ability to plan ahead, we are extending our global voluntary work-from-home option through 30 June 2021 for roles that don't need to be in the office"

TheGuardian.com

But flexible working is not just useful in a crisis. Research by Global Workplace Analytics shows that two thirds of people want to work from home and 36% would choose it over a pay raise. And according to research in the Quarterly Journal of Economics, home working can significantly improve productivity. Not only does remote working give your people more flexibility and convenience: it gives your business more productivity.

However, flexible working does present technical and organisational challenges. MyCloud Constellation brings all the necessary technologies together as a suite of tools to seamlessly knit together your team across multiple locations and settings so they can work reliably, securely and productively. With our secure voice solutions, industry-leading Internet services, security solutions and remote assistance, our national reach and expertise in business transformation gives you peace of mind and support 24/7/365 – wherever you are.

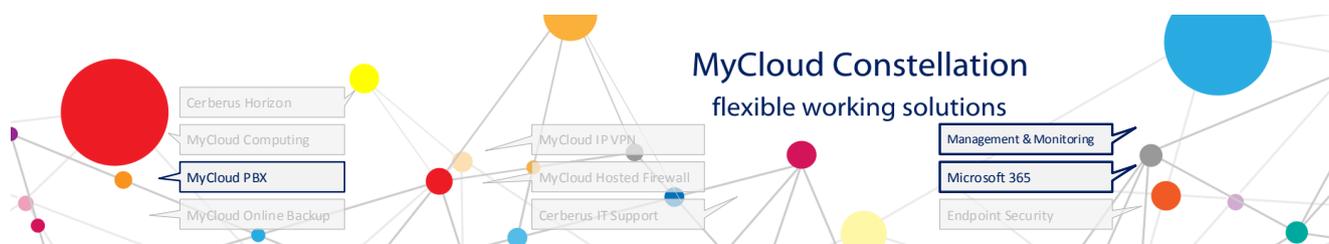


MyCloud Computing	Hosted computing for SMEs and Enterprises
MyCloud Online Backup	Cost-effective and service backup software and storage
MyCloud PBX	Hosted telephony for mid-size and larger enterprises
Cerberus Horizon	Hosted telephony for small enterprises
MyCloud Hosted Firewall	Hosted network security with AV, web content filtering and IPS
MyCloud IP VPN	Flexible Private Wide Area Network delivered over ADSL to 10Gig Ethernet
Microsoft 365	Industry-leading productivity and communications software suite
Management & Monitoring	Visibility and control of servers, desktops and laptops wherever they are
Endpoint Security	Powerful and robust security software for servers, desktops and mobile
Cerberus IT Support	Fully managed or flexible system support programmes

Distributed Team

Our suite of Cerberus communication tools allow staff to collaborate for any task at hand. Multi-user communication is smooth with one click conferencing by voice and video. Presentations are simple and allow worldwide participation. Low cost, accessible, adaptable and requiring no special training means there are no barriers to the most effective way of structuring your business. Our MyCloud suite of services is as easy to use on the move or at home as it is in the office.

MyCloud Productivity Suite is fully integrated with communication systems. Share and distribute documents or even work on files together in real time. The office is now a place to meet, reacquaint and catch up face-to-face. The real work continues any time and any place it's needed for your businesses to thrive.



In 2015, the Quarterly Journal of Economics published a paper he co-authored extolling the benefits of working from home. The study drew attention and interest from journalists, business leaders and employees looking to avoid long commutes, skirt office politics and develop a better work-life balance.

That research was based on a randomized control trial on 1,000 employees of Ctrip, a Chinese travel company. The experiment revealed that working from home during a nine-month period led to a 13 percent increase in performance – almost an extra day of output per week – plus a 50 percent drop in employee-quit rates. The experiment was so successful that Ctrip rolled out working from home to the whole firm.

News.Stanford.Edu

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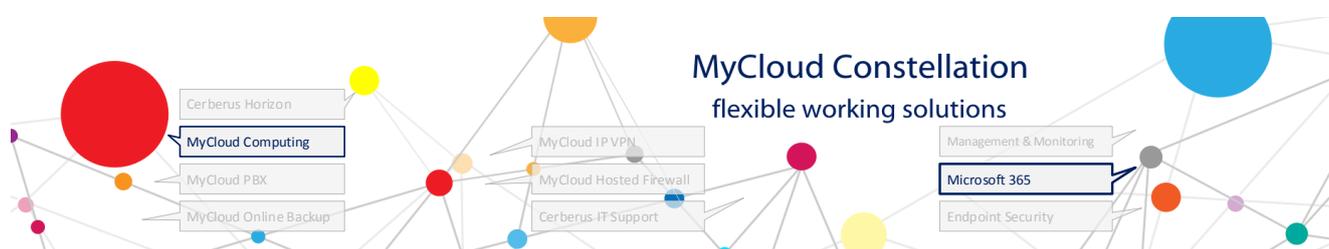
The Flexible Office

The office is a business hub. Where we come together, finalise plans and generate new ideas. It's where we can meet our customers, our suppliers and keep work relationships developing between colleagues. For face-to-face collaboration and working, it is the centre to come together and make things happen.

Collaboration tools such as Microsoft 365 mean no more different floors and different rooms, increasing productivity and helping colleagues create new ways forward for your business. And when they work from home, they have all the access to files, documents and applications along with the collaborative tools to work together even further. Why should a remote working experience be any different to being in the office?

Likewise, keeping your servers in an office costs more than using cloud computing services. Issues such as maintaining security and providing sufficient workspace, temperature, power and enough connectivity to support remote workers, are all overheads that can be minimised through the adoption of a new flexible IT infrastructure. Moving from office-based servers and storage to on-demand cloud computing services allow you to achieve higher levels of reliability and security while dramatically improving your flexibility to scale systems according to demand, while still delivering reduced total cost of operation.

Flexible working saves money: less office space, lower power and cleaning costs and much less travel. Everything about flexible working is a win to the business adopting it.



Once telework technologies are in place, employees and contractors can work together without regard to logistics. This substantially increases collaboration options.

Remote working expands the talent pool by reducing geographical boundaries and providing access to disabled workers.

Environmentally friendly policies are also good for companies

Sun Microsystems reported that its 24,000 U.S. employees participating in the Open Work Program avoided producing 32,000 metric tons of CO2 in a single year by driving less often to and from work.

70% of employees report they would see their companies in a more favourable light if they helped them reduce their carbon emissions.

GlobalWorkplaceAnalytics.com

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Data Security

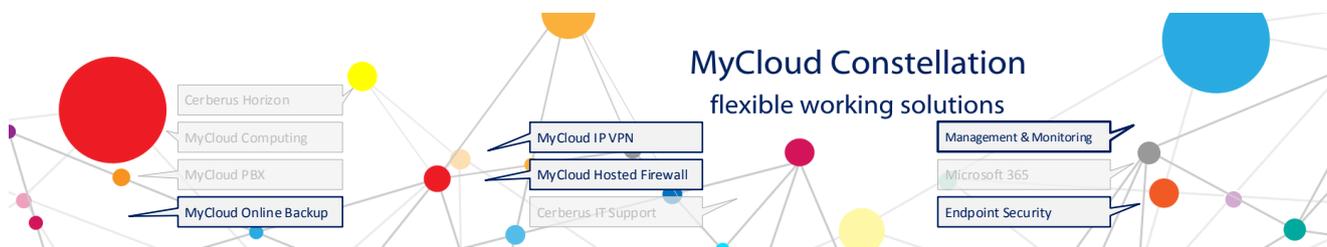
Your data is at the centre of your business. Information about your customers, your suppliers, your accounts and payroll data must be available to make the business run but must always remain secure.

Attacks on your data can be passively monitoring and silently stealing information. Attacks can be active; modifying your data by deleting it, changing it or even locking it by encryption. Some attacks target users on your network, using social engineering or exploiting vulnerabilities in unpatched applications. Advanced persistent threats can combine many of these elements.

MyCloud IP VPN brings your users and your data together securely. Using our on-demand private networking services, you can securely add new users in minutes to our platform, regardless of location. Our security begins with the network gateway, powered by Fortinet's Enterprise-class ASIC-based Unified Threat Management firewalls.

For branch offices and remote workers, site-to-site IP VPN services provide private transport of data behind your Internet gateway, with the speed and performance you need. Robust network hardening can be added at different points of your internal network, but security between sites to main resources is critical.

Our remote access VPN services for users on the move and at home can access the highest class of secured resources with ease. Allowing for your workforce to be flexible in both time and location, these MyCloud VPN services are the cutting edge of your staff productivity. Giving your business the flexibility to work anywhere and anytime, MyCloud IP VPN is the fastest, most secure, easy to deploy and use service on the market.



Security issues, IT workloads and communication challenges have all seen significant increases in the new remote working era, according to new research from Ivanti.

The shift to remote working is critically impacting IT security posture, Ivanti says. Two-thirds (66%) of IT professionals reported a rise in security issues in this expanded remote environment, including these top three issues:

- 58% malicious emails
- 45% risky, non-compliant employee behaviour
- 31% increase in software vulnerabilities

SecurityBrief.eu

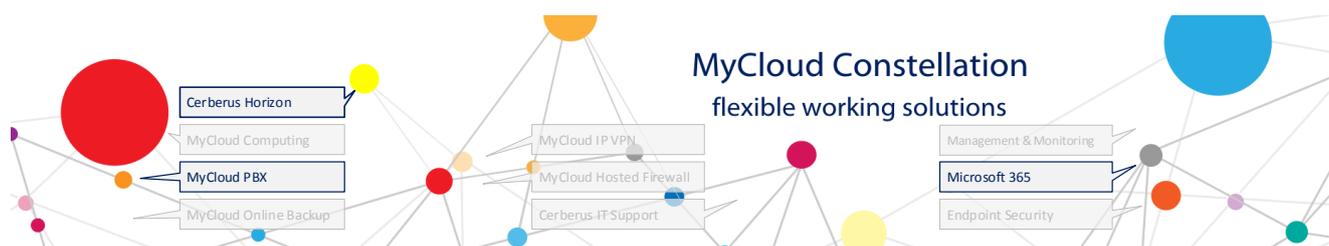
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Always in Touch

Your communications platform is the fabric that connects your employees, your customers and your suppliers. Many businesses rely on older infrastructure, causing reduced productivity, unforeseen downtime, projects to be delayed and even customer loss if they cannot reach a supplier in time. Your communications platform needs to be able to:

- Connect people, wherever they are
- Deliver new services and applications quickly
- Deliver anywhere and anytime collaboration
- Scale up and down as developments occur
- Remove obstacles to customer interaction
- Enable your partners and suppliers to work with you
- Be secure, private and in your control

With all of this in place, your business can work in any scenario. Your customers can reach your services and revenue can be maintained, even when uncertain times make your business rise to the challenge. This boosts productivity as well as making the whole business able to collaborate with partners more reliably and efficiently.



Salesforce Research is surveying a global general population on a bi-weekly basis to better understand their changing experiences, expectations, and outlook as consumers and members of the workforce. Among new workers, they found that

- 38% conducted more voice calls than before
- 44% conducted more video calls than usual
- 37% attended a virtual event
- 35% worked later than usual

Zdnet.com

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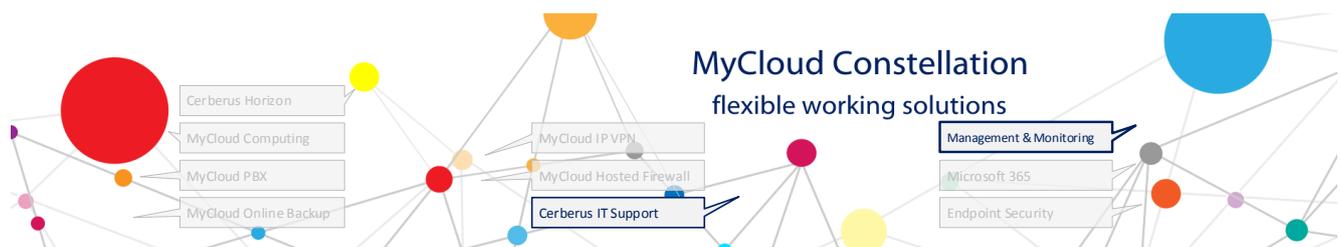
Cerberus Support

Having an expert partner to assist with planning and specification of new systems in a changing environment is an invaluable asset, providing the experience and peace of mind you need to make effective change.

Our team of experienced consultants and engineers can guide you through the process of transforming your IT and communications systems, minimising disruption and accelerating adoption and productivity.

To ensure efficient operation of your systems, our processes are ideally suited to support your team wherever and whenever they need us. We use real-time monitoring and alerting as well as advanced remote support tools that allow us to get on and fix the problem with the minimum of delay.

From a 24x7 helpdesk to integrated monitoring and proactive maintenance, our team work hard to deliver the highest quality, friendly and client-focussed IT support, dedicated to ensuring your business stays working reliably, effectively and productively regardless of location.



A comprehensive academic paper in the journal *Public Personnel Management*, discussed effective strategies to implement telework.

“Some studies indicated that support from the organization and supervisors plays a key role in the acceptance and administration of telework arrangements (e.g., Schmidt & Rosenberg, 2014; Shockley, Thompson, & Andreassi, 2013). Effective management of teleworkers (e.g., proper monitoring) and technical support that simulates face-to-face interactions are also important to telework effectiveness (Rein, 2014).”

Public Personnel Management

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