# Seamless remote working: Fulfilling the demand of the new norm with managed services

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The way of working has changed dramatically in the past couple of years due to the COVID-19 pandemic and is described in only two words: remote work. It started as a makeshift option for employers to get some work done during lockdowns, but remote work is now an integral part of the new norm in 2022 and beyond.



MSPs making remote work seamless

Around 16% of companies across the globe now run in full remote mode. About 75% of workers worldwide believe remote working is the new normal. However, remote work is not without risks, and enterprises should not adopt it blindly.

Some problems with working from home are not having enough tools for teamwork, not having enough IT support, and having a slow internet connection. Also, because remote and hybrid work arrangements have spread out the workforce, it will be hard for IT teams to keep track of what each employee does online. This will significantly increase cybersecurity risks and other related issues. Hence, outsourcing the entire IT operation to managed service providers might be the best option, as they can facilitate faster, seamless remote processes through their team, which has both the expertise and experience to tackle any issues in real time. Here are the top 3 ways MSPs help with remote work and make it easier for employees to do their jobs.

## Top 3 ways MSPs support remote working

MSPs role in Remote Working

# MSPs provide collaborative solutions

## Cloud Services

The demand for the cloud skyrocketed during the peak of the COVID-19 pandemic. Since it was challenging for employees to access files on-premise, the cloud became the go-to method for most companies. Using the cloud, all files related to work become accessible anywhere, at any time, from any device.

From employers' points of view, the cloud enables:

- Reduce operational costs by eliminating multiple physical servers, hardware, and data center storage space.
- IT infrastructure becomes more secure
- Increased productivity and easy data recovery

But moving to the cloud is not a one-time thing, and you may need help from an outside expert. Managed service providers are best suited to make this happen effectively. They offer guidance to companies in selecting, deploying, and configuring software applications and services that match their business needs and enable maximum utilization of the cloud.

## Communication tools

Without the proper communication tools, employees working remotely may find it challenging to speak and work with team members and clients. MSPs provide software and hardware tools that are tailor-made for creating hassle-free communication.

## MSPs ensure network security

As more and more businesses move online, the need for strong security has also grown a lot. This is due to the fact that home networks are less secure and more vulnerable to hackers and cyberattacks than office networks. When you access a file from a less secure connection, you might give outsiders access to important business information, which could cause a leak. By the time your IT team detects this breach, it might be too late, and your company may lose business and its brand within a few hours.

MSPs operate more proactively than reactively, and this is their USP. They help detect possible risks and initiate security measures to mitigate or prevent data breaches. Also, they offer seamless security & protection against any type of cyber threats that an in-house IT may not be able to pull off. MSPs monitor end-user devices 24×7 and make sure there are no security issues at any point in time.

## MSPs offer 24/7 IT support

Remote work requires top-notch and 24/7 IT support capabilities. When you work on the company premises, IT staff is always available and responds immediately. But when you are working remotely, it becomes more challenging due to your location. Also, the IT department usually only works for a specific window of time, like 8 or 9 hours, so if you encounter an issue during their off time, you might have to wait until the next day to get it fixed. This can be fatal as, during this period, the system will be vulnerable, and hackers may get through the security system and cause irreparable damage.

Collaborating with an MSP can help you get extended IT support when you are working remotely. An MSP works 24/7 as they have a dedicated team that monitors the security system and responds to issues in real-time.

# Conclusion

Remote working is going to be the go-to method for most companies in the new normal. Both employers and employees will benefit from opting for remote work. MSP will act as a bridge that will connect both employees and the business system and ensure all issues are tackled in real time and fixed without creating any significant downtime that can increase cybersecurity risks. Partnering with an MSP can make remote work an enterprise's USP.