COVID-19 Business Resources Webinar

Work from Anywhere: Navigating the Post-COVID-19 Reality and What it Means for Your Business and Information Technology

Peter Adams, Vice President Business Strategy, Aldrich Technology

Bobby LaCour, Partner, Aldrich CPAs + Advisors

Aldrich™

Bobby LaCour

PARTNER, ALDRICH CPAs + ADVISORS

Bobby has over fifteen years' of experience in public accounting while serving his clients in the government, nonprofit, and private middle-market sectors.

He specializes in providing consulting, attest and accounting services, in addition to an extensive background in internal control and operations analysis.

Aldrich

# Peter Adams

VICE PRESIDENT BUSINESS STRATEGY

Peter Adams leads business strategy for Aldrich Technology focused on guiding clients through complex projects to achieve their ultimate business objectives. His expertise includes :

- Information Security Strategy
- Software Selection and Implementation
- Merger + Acquisition Support
- Managed IT Services

San Francisco | San Diego | Portland | Seattle | Anchorage

Aldrich.

- Planning and Building for Flexibility

- Shifting away from fixed locations to "Work From Anywhere"

- Technical Implications of a Work From Anywhere Culture

- Setting yourself up for Success - Data Analytics

- Is there a Golden Opportunity here?

The information provided herein does not, and is not intended to, constitute legal advice; instead, all information, content, and materials available are for general informational purposes only. Readers of this presentation should contact their attorney to obtain advice with respect to any particular legal matter. The information was updated as of June 3, 2020 and we recognize it may change. Please contact your Aldrich Advisor for the most up to date information for your situation.

Aldrich.

"THE GREAT RETURN"

Aldrich.
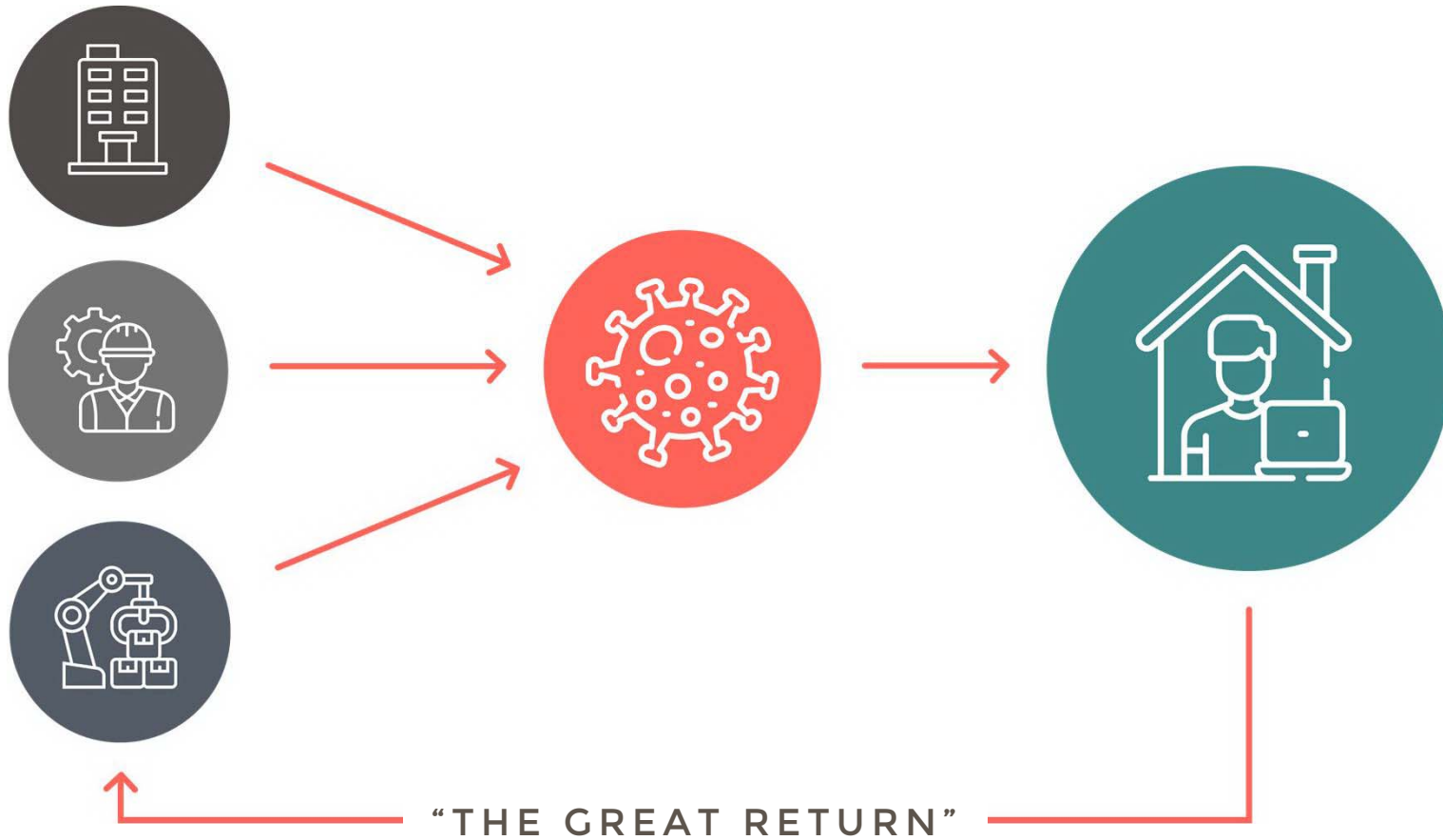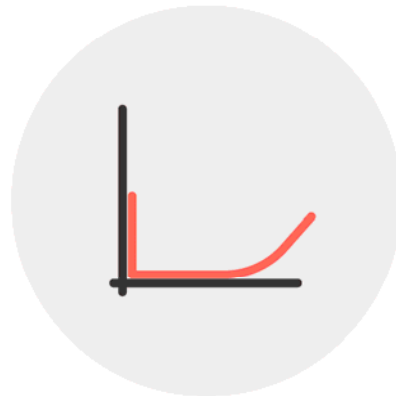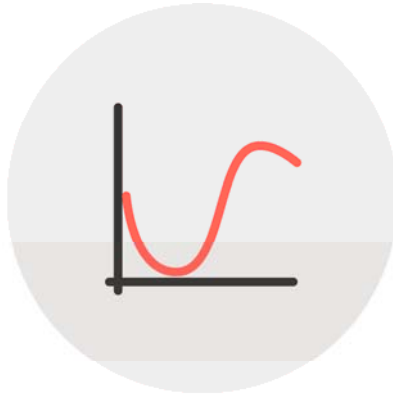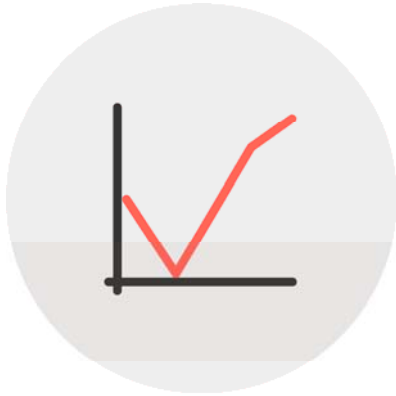
In times of UNCERTAINTY the need to maintain FLEXIBILITY is paramount

Its not WFH or WFO, its WFA (Work from Anywhere)

WFA is not remote workers or mobile workers, its something different

Office Workers

Fixed office location, tight corporate control, space, tools, and "stuff"

Home Workers

Fixed remote location, loose corporate control, space, tools, and "stuff"

Mobile Workers

No fixed location, loose corporate control, no space, limited tools, no "stuff"

Anywhere Workers

No fixed location, tight corporate control, multiple spaces, tools, limited "stuff"

Traditional Management techniques breakdown and are misaligned with a WFA reality.

Aldrich.

CHALLENGES

- Shift in focus from effort to outcomes – because we will only be able to see people's work product.

- Communications is always a challenge – now even more so.

- Managers have to:
  - Know what their team is doing (metrics, measures, & actions)
  - Know that what the is team is doing actually matters
  - Know if customers are satisfied with what their team is doing
  - Know when and how to intervene

POSSIBILITIES AND OPPORTUNITIES

- HR: Hire anywhere, go for TALENT rather than proximity. HR benefits can designed to be competitive in the employee's region (onboarding, eSignatures)

- Facilities: Activity based offices, smaller multiple offices

- Administration: The true end of paper and moving to electronic documentation (fully automated workforce except for AP... they still had to go into the office)

- Technology: Ubiquitous Information Technology, "always on", "everywhere", "trusted" and "secure"
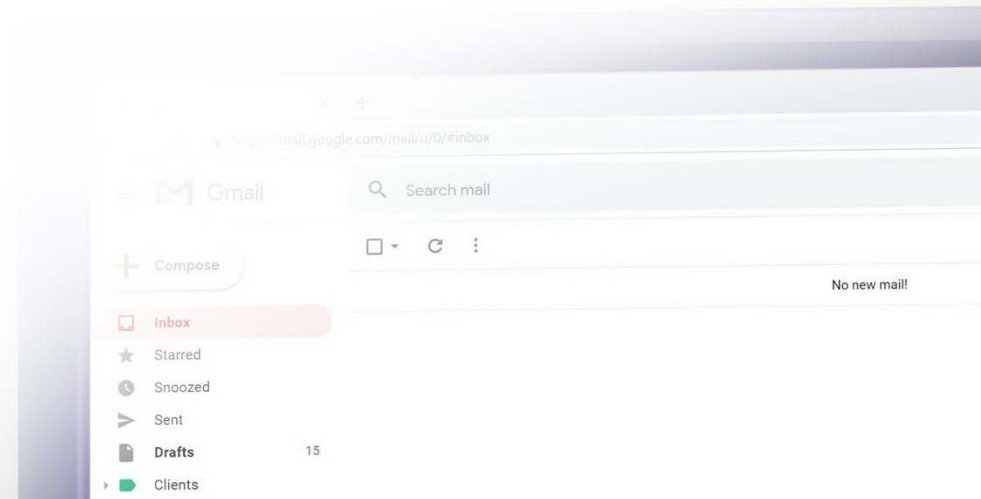
The fundamental purpose of technology is to:

- Improve productivity

- Enable new capabilities

- Mitigate risk

●◖a Aldrich.

What makes you feel like you've had a productive day?

#1 Answer = Worked through and cleared out my inbox

DRIVING PRODUCTIVITY

- How will processes need to be tweaked?
    - How does work find people?   Do people email you with work? Do you have to go look in a system? Does work show up in a queue for you?
    - How does a worker know they are done?
    - How do we measure quality?

- What tools do people need?

- What systems and data do they need to access? What do they NOT need to access?

- How do you measure productivity when you can't see people working?

- What to do about paper?
    - Electronic document management, contract management and signatures
    - Mail Room and AP/AR automation services to manage "legacy" paper

●□ Aldrich.
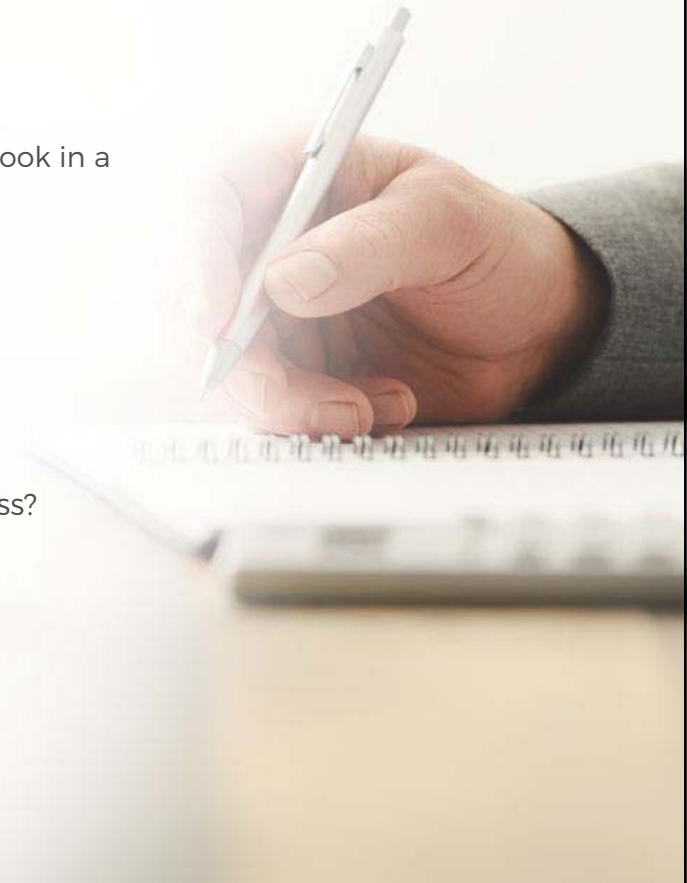
1. Establish a clear shared vision of the future

    1. Customers - Who we serve

    2. Offers – What outcome we produce

    3. Employees – Who produces the goods and services

2. Understand Key Processes – Flow Charts with Swim Lanes

3. Identify Roles – Responsibilities and Accountabilities

4. Specify Key Performance Indicators – for each Role and each Process

5. Plan the IT Environment

●a Aldrich.

COMPANY: $80M Door & Drywall Subcontractor

CHALLENGE: Changes in the field were documented in a paper-centric process resulting in lost revenue opportunities.

SOLUTION: Create a Field Change Order to electronically capture, approve, and communicate changes back to the office.

OUTCOME:

- Increased Revenue by a little
- Increased operating profit by more than 2% as a percentage of revenue

●●◗ Aldrich.

SIMPLIFY FOR FLEXIBILITY

- Seamless infrastructure (On-prem AND Cloud)

- Communications as a Service
  - Telephones to Unified Communications
  - Email & Text
  - Messaging & Screen Sharing / Videoconferencing

- Applications as a Service
  - Accounting, Enterprise Resource Planning, Customer Relationship Management, Product Lifecycle Management, Manufacturing Execution Systems, Project Management Systems, Human Resources Information Systems, etc.
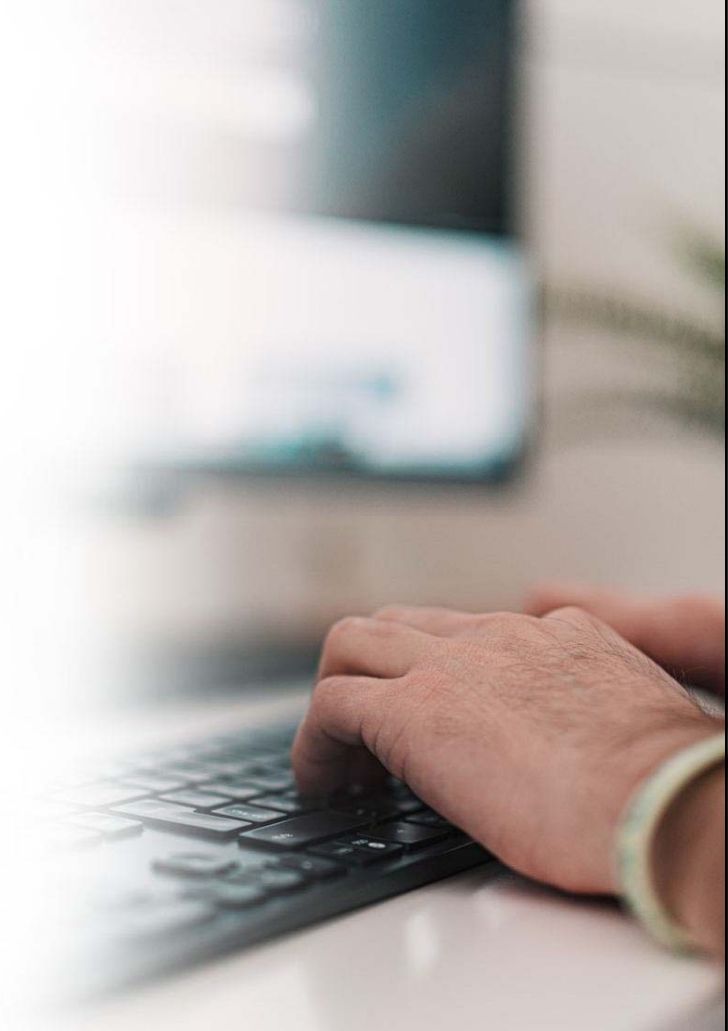
1. Establish business-focused IT Governance

2. Integrate authentication across environment, platforms, and systems

3. Move core infrastructure services to the Cloud

4. Push applications that are widely used to the Cloud

5. Choose solutions that scale up and down (performance & cost)

6. Establish communication standards

7. Establish standards and a code-of-conduct for people accessing your network

8. Pay attention to the user experience and simplify it wherever possible

9. Look for opportunities to automate workflows

COMPANY: $5M Professional Services Firm

CHALLENGE: Need to serve customers in geographically disperse locations. Had to invent effective structures for managing, monitoring, & enabling remote labor staff.

SOLUTION: Planned migration of shared systems and applications to the cloud tightly integrated with on-prem highly secure systems. Developed new business management application to meet these new requirements.

OUTCOME:

- Expansion of client base to new cities across the US

- Improved communications and coordination

- Improved customer satisfaction

- Improved revenues and margins

●○a Aldrich.

DRIVING SECURITY TO MITIGATE RISK

- What is security in this new paradigm? Ensuring that only the appropriate people and processes have access to valid data...
    - Security focus on human practices and their devices – not just the network
    - Security is a human problem, not a technology problem.   Technology can make it easier to exploit human behaviors.   Technology cannot overcome humans.
    - Keeping the good guys in and the bad guys out
    - Compartmentalization
    - Preventing accidents
    - Recovery from problems

- Implications for:
    - Data capture, storage, transmission, & retrieval
    - Hands-on work vs administrative work

1. Get everyone on the same page - Corporate AND personal security

2. Update your teleworking policy & data security

3. Implement an effective passphrase policy

4. Use more than one authentication method

5. Develop smarter systems, don't be an "easy mark"...

6. Assess remote access systems – VPN, screen-sharing, remote desktops

7. Address wireless network security – office and home systems

8. Build a safe "Work from Anywhere" environment

9. Back-up data regularly – cloud & other storage

10. Implement Disaster Recovery & Business Continuity

●◌a Aldrich™

COMPANY: High-Tech Engineering Services Company

CHALLENGE: Communications crippled by security restrictions. Focused on security over productivity.

SOLUTION: A productivity first, security close-second approach evaluated security needs based on customer requirements and industry standards. Rebuilt the IT infrastructure over time in a cashflow neutral basis.
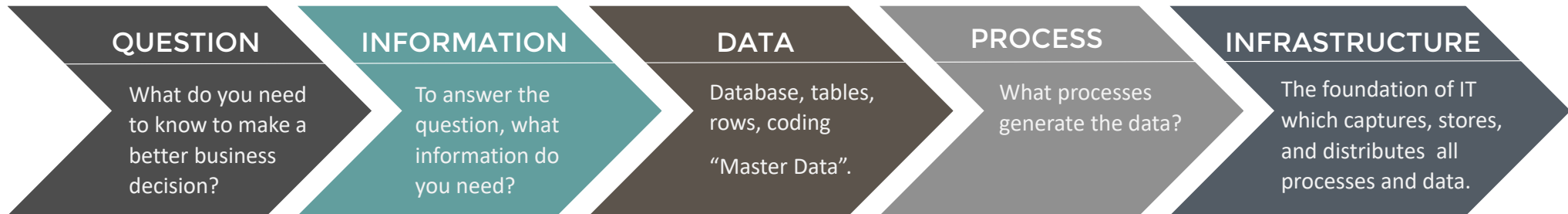
OUTCOME:

- Allowed them to achieve their revenue objectives

- Growth from 65 to 500+ employees

- Local to international operations

- Transitioned from Engineering to Manufacturing

- and Security improved...

●◖ Aldrich.

Every organization will face challenges they have not thought of previously.

Aldrich.

SYMPTOM

What is keeping you up at night?

QUESTION	INFORMATION	DATA	PROCESS	INFRASTRUCTURE
What do you need to know to make a better business decision?	To answer the question, what information do you need?	Database, tables, rows, coding "Master Data".	What processes generate the data?	The foundation of IT which captures, stores, and distributes all processes and data.

- Reporting is historical and static

- Data Analytics are future and dynamic

- For Data Analytics to work

- Master Data

  - In order to facilitate the transformation of data into information to drive action, data must live coherently within the organization.

  - This is most easily achieved when one system is used that encompasses all the business processes in the organization.

  - But that is unrealistic, so instead we look for common, relatable data across all databases and across all applications.   Anything short of this renders analytics costly and potentially impossible.

Aldrich.

COMPANY: $35M manufacturer of electronic components

CHALLENGE: Revenue and profitability change dramatically month by month. They don't have the underlying data or systems that help them.

SOLUTION: Designed processes and implemented systems to capture and store data in a coherent structure and layered business data analytics tools to drive information to the executive team.

OUTCOME:

- Identified profitable and unprofitable lines of business

- Identified profit "leaks"

- Enabled more competitive pricing

FOCUS ON THE OUTCOME

What problem are we trying to solve?

Aldrich.
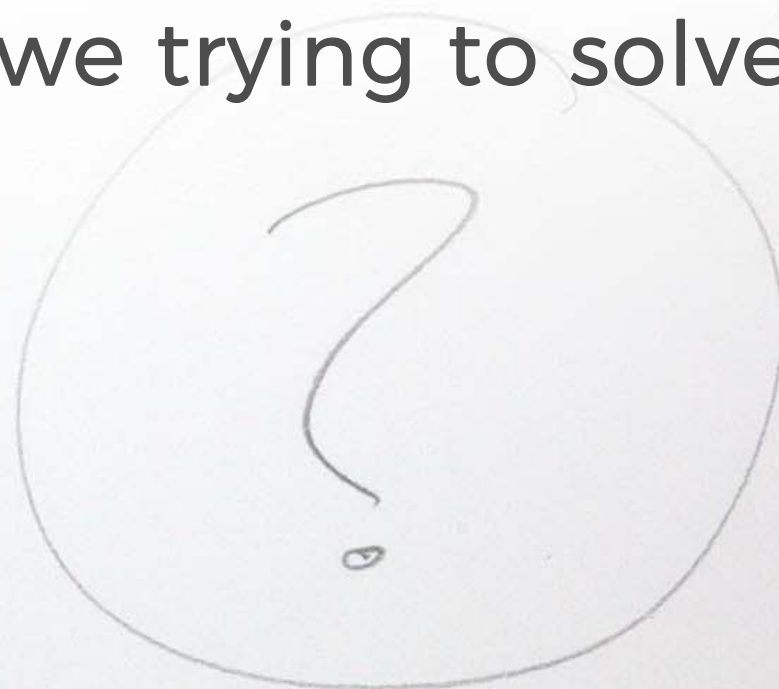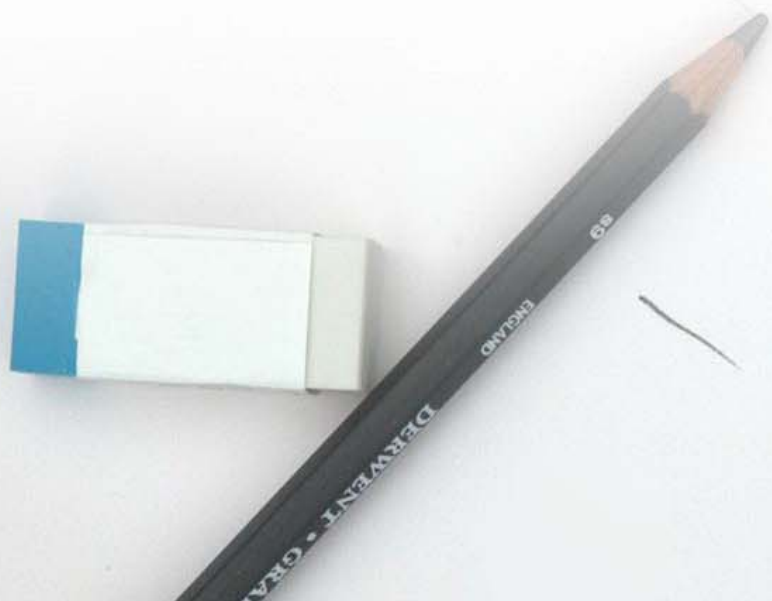
- Remember, "Work From Anywhere" is here to stay

- Remember, effective technology can help you
  - Improve Productivity
  - Enable new capabilities
  - Mitigate risk

- Confluence of two powerful drivers (people & technology) to improve productivity

- Golden Opportunity
  - You are going to be reinventing your workforce and how you do business. If you are going to do that, technology is your biggest lever to make this change

●◖ Aldrich.

Do I have a flexible infrastructure or is my current infrastructure incapable of adapting to Work From Anywhere?

1. Flexibility

2. Productivity

3. Security

4. Data Analytics

Peter Adams

VICE PRESIDENT BUSINESS STRATEGY

Aldrich Technology

- Information Security
- Software Solutions
- Merger + Acquisition Support
- Managed IT Services

Contact Us!

Email: Info@AldrichAdvisors.com

Phone: 877.620.4489

The information provided herein does not, and is not intended to, constitute legal advice; instead, all information, content, and materials available are for general informational purposes only. Readers of this presentation should contact their attorney to obtain advice with respect to any particular legal matter. The information was updated as of June 3, 2020 and we recognize it may change. Please contact your Aldrich Advisor for the most up to date information for your situation.