

# BEST TECH SETUP FOR A DISTRIBUTED COMPANY

*Key considerations to plan for*

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**The dream:** You have set up your business & now it's ready to scale.

**The problem:** Struggle to attract top talent & when you do the cost of living in Ireland - particularly the cities, means you lose out making key appointments.

**The market forces:** Flexible working - trending & demanded by people, business have no choice but to comply if they want to compete for the best staff.

**The concerns:** Working out the initial set up - never done it before - concerns over HR, customer service, data breeches, system failure. Suitability of the business & candidates to adopt new practices.

**The Solution:** Introduce full/partial remote working policies & benefit from an international pool of experts driving your business forward.

## TOP THREE PRIORITIES

### IT HARDWARE

- Laptops
- Printers
- Screens
- Deskphone
- Mobile devices
- Servers
- Access Points

### IT SOFTWARE

- Software deck
- Cloud solutions
- CRM system
- Backups
- Failovers
- Security
- GDPR

### PHONE SYSTEM

- Customer experience
- Call cost
- Hardware
- Software licence
- Headsets
- Maintenance
- Call queues

## SYSTEMS & PROCESSES



### IT Security

Create systems to manage backups and failures. Ensure company-wide awareness & compliance.



### Tech Support

In person & remote support policies. Define the plan for support of both hardware and software - at all locations.



### Policies & Safeguards

Ensure staff policies, customer experience processes, data control & company culture are all in place.



Demands will vary depending on business type, for example: architect: large file sharing; call center - voice & data; help desk - chat; software developers, marketing agencies, services such as HR, accountants, brokers.

Universally, all will need guaranteed uptime, support, storage & security & backups.