

Case Study - Filestream Home Working

General

Filestream Ltd actively promotes Home Working, for the majority of its employees. As a result, it is able to operate from much smaller premises and considerable financial savings are made.

For every department, File Stream Document Management software is the repository for all documentation, both incoming and outgoing. As everything is already filed electronically it makes remote access to the documents extremely easy.

Setup

All key employees have been fully equipped to work from home by the company. Broadband lines have been installed for both internet and telephone access. Office extensions are set up to be routed to the home business phone when necessary. Most employees use 'VPN' to connect to the office network and then 'Remote Desktop' to their office PC. Working this way means that the power of the office PC is being used and therefore reduces the pressure on Broadband traffic for the VPN link.

Type of work carried out from home

Accounts Department

If home working, had not been an option, Filestream Ltd would have lost a valued member of staff with considerable experience of both our customers and suppliers. Personal circumstances meant she had to make a move abroad. From there, she is now able to perform all duties that were previously carried out in the office. They include:

- Sales and Purchase ledger postings
- Purchase Ledger BACS Payments
- Handling Credit Card and Employee expenses
- Salaries and NI / PAYE payments
- Bank Reconciliations
- VAT Returns
- Month End Routines

Support Team

Although there is always at least one member of the support team in the main office they are all set up to work from home. This has proved invaluable in keeping a high standard of support available to customers particularly during the periods of extreme weather encountered in recent times.

- Support staff have full remote access to technical information about each client's system (stored in File Stream) just as if they were in the office
- They are able to set up remote access to the customer site via WebEx

Development Team

Our Head Developer and his assistants all work from home with the exception of a weekly update visit to the office. The complex nature of their work benefits hugely from the ability to detach from the hustle and bustle of general office life.

Sales Team

The whole team are set up to work from home as and when it suits best. They can:

- access all client information stored on File Stream
- update customer records using the File Stream basic contact management system, using the notes and in-built diary features to schedule future activities, just as easily as if they were in the office.
- create and file quotations and other client correspondence which will be available immediately to all colleagues

As we are a national company, considerable savings are being made, specifically much reduced transport costs and man hours saved as a result of the sales team not having to travel much outside their territory.

The above, is a pretty comprehensive list of activities. In addition to this, our senior managers are never out of touch and are able to sign off invoices, expenses etc. by using our 'Workflow' module and when appropriate, our 'web interface' module wherever they travel, both nationally and internationally. The latest company correspondence is always available to them instantly. It gives them considerable peace of mind, knowing that they are never out of date with any company developments.