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British Computer Society Oxfordshire Branch

Smarter Working: Routes to Conferencing

11th March 2009

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Today's informal session...

- What is "Smarter Working?"

- Is Conferencing "Smarter Working?"

- Routes to Conferencing.

What is "Smarter Working?"

- The MATiSSE project.

Why take Action?

1. Increased workforce productivity ~ 15%
2. Reduced Absence ~ 20%
3. Reduced office footprint ~ 20% after 5 years
4. Less stressed, more loyal staff
5. Lowered recruitment costs

"Pleasure in the job puts perfection in the work" (Aristotle)

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Lost Productivity

- 20% of company car-drivers spend >5 hours per week in congestion
- £20 billion cost of annual congestion to UK economy
- 145, 561 incidents in 2006 at UK congestion hot-spot (M1 J6 to J10)

Skills Shortfall

- 70% of graduates expect 'smarter-working'
- Need to get economically in-active into work
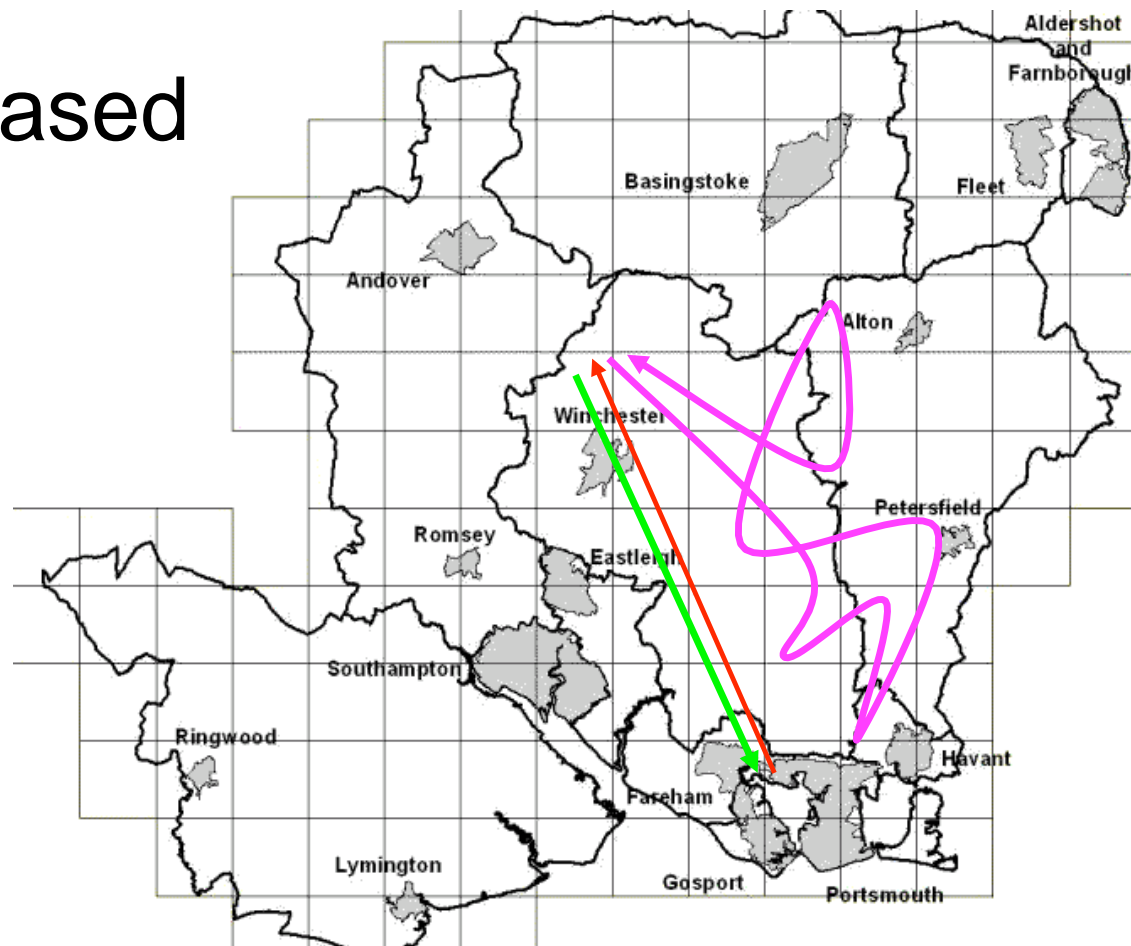- Staff retention and recruitment

Health and Wellbeing

- £12.5bn per annum lost to stress/mental health related problems
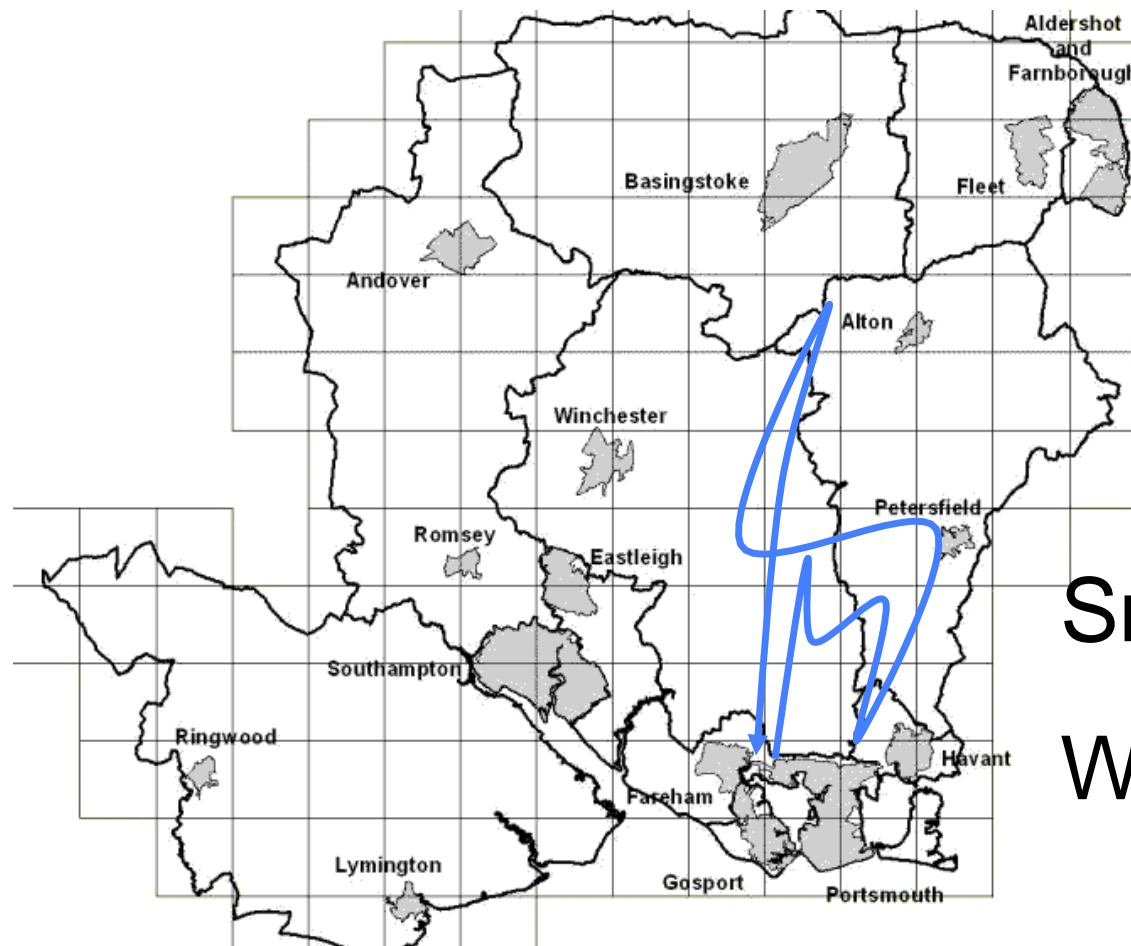
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So what does it mean?

Office-based

9 to 5

So what does it mean?

Smarter

Working

Who has taken action?

- **85% of UK FT top employers offer 'smarter-working'**
- **BT**
  - **Accommodation £220 million saved in last 10 years**
  - **Travel Cost savings £9.7 million per annum**
  - **Maternity Returns from 47% to 99%**

Cultural and Management Challenges:

- Need to champion/lead/communicate
- Identify business drivers (e.g. office footprint)
- Vision/aims/workflow/processes
- Business Case (costs/benefits)
- Performance Measures
- ICT solutions/support windows
- Home & office set-up (incl. H&S)
- Roles best suited/eligibility (office cover?)
- Own and organisation skills needs
- Communication methods
  (diary access, reporting, monitoring)

Smarter Working Team Agreement?

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Individuals need to know:

- Aim, purpose, implications, benefits
- Eligibility
- Work targets/reporting methods
- Core/flexible working hours
- Obligations (protocols)
- Travel/claims rules
- How to use IT/Comms Tools
- How to book hot-desks
- Exit procedure

Communication Examples

Phone	Type? (Land/Mobile/VOIP) Payment/allowance? Voicemail/Phone Forwarding?
Internet Access	Speed? Security? Video Conferencing? Costs?
Correspondence	Collected/Home Address? Outbound Arrangements?
Diary Planning	On-Line? (Outlook) Shared Access? Room booking? (e.g. as an MS Outlook resource)
Absence Reporting	On-Line? By Phone? (AbsenceCall) To Whom?
Meetings	Projects, Performance appraisals 1 on 1, face to face, Digital Meetings (what/when?)
Development	Training (e-learning provision?); mentoring; coaching; peer group learning

- Stagger start and finish times – even 5 minutes can make a difference
- Car Share – reduce costs and CO_2s
- DIY Travel Planning kit – carbon offsetting
- 80mph to 70mph saves 25% fuel and CO_2
- Time deliveries/collections at non-peak times
- Choose accommodation near a station!

Easy Quick Fixes!

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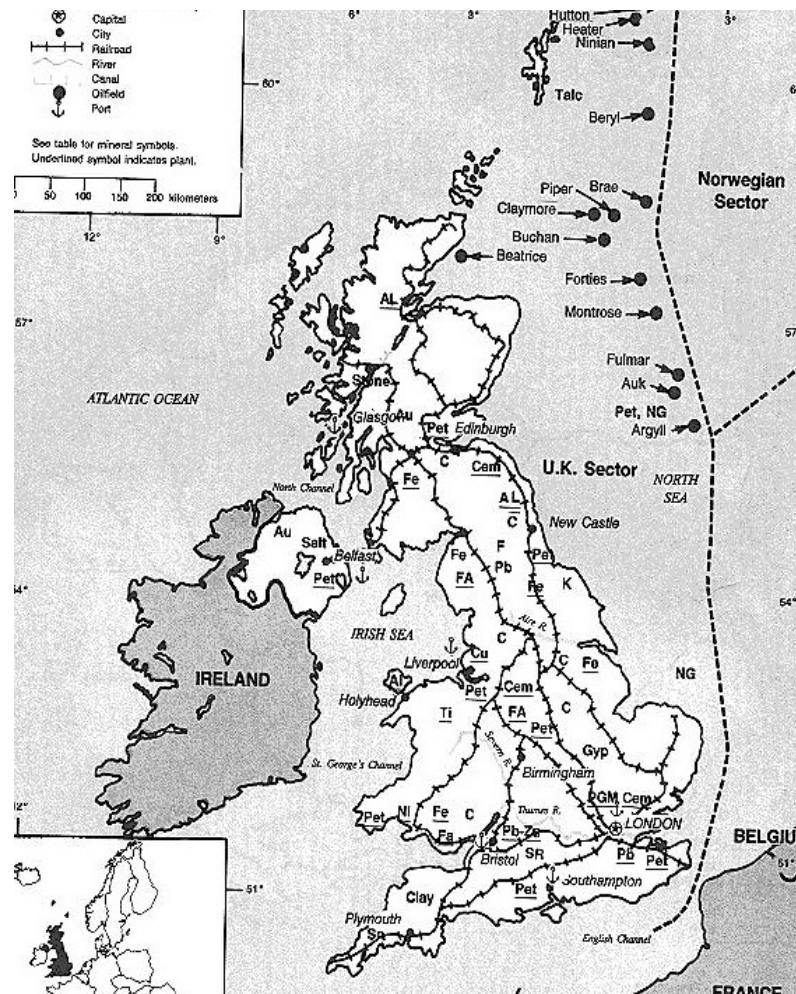# Is Conferencing "Smarter Working?"

- Introduction

Is Conferencing "Smarter Working?"

- Introduction
- How technology made its mark

Shelling out for a BP (Big Problem)

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Shelling out for a BP (Big Problem)

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Is Conferencing "Smarter Working?"

- What problems does it solve?

Is Conferencing "Smarter Working?"

- What problems does it solve?

- Financial

Travel costs for a UK company with regional offices to meet weekly in their London HQ would be:

London HQ	No Travel		0
Cardiff-London	Car Severn Toll	300miles@40p/m	120 5
Edinburgh-London	Flight Taxis	Return same day	176 30
Manchester-London	Train Taxis	Return same day	168 20
Birmingham-London	Train Taxis	Return same day	69 20
Food & Expenses		£30x 5 pax	150
Total	Weekly=£758	X4/month	£3,032

By Using *Conferencing*

London HQ Cardiff Edinburgh Manchester Birmingham	1x18p 1x18p 1x18p 1x18p 1x18p	Minutes of Meeting x60	£10.80 £10.80 £10.80 £10.80 £10.80
Food & Expenses	0		0
Total with DM	Weekly= £54.00	X4/month	£216
Total by travel	Weekly= £758	X4/month	£3,032
Monthly Saving:	Weekly =£704	x4/month Annual	£2,816 £33,792

Is Conferencing "Smarter Working?"

- What problems does it solve?

- Financial
- Environmental
- Work / Life Balance

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Is Conferencing "Smarter Working?"
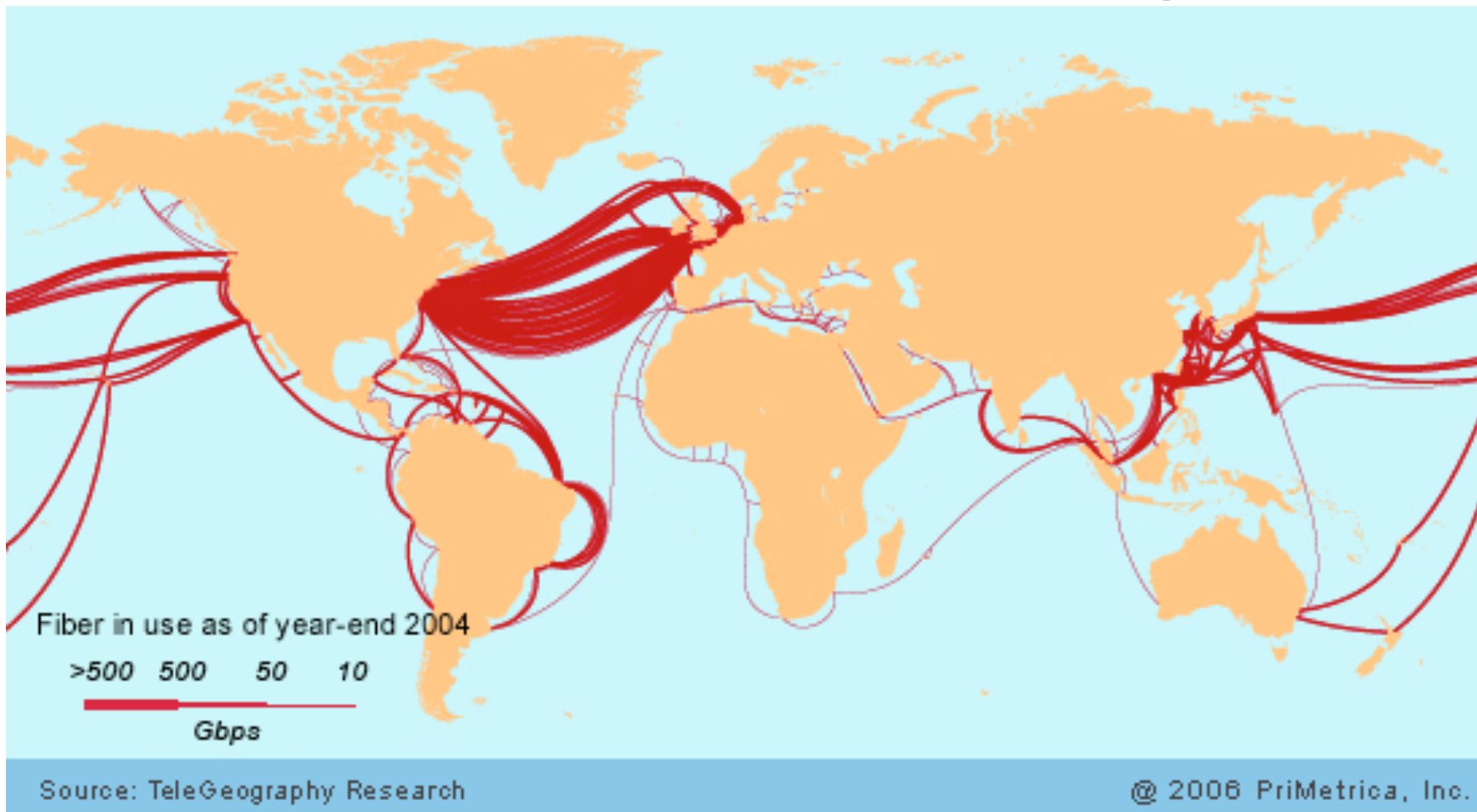
- Who can use Conferencing?

- SMEs
- Corporate
- International
- Public Sector

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The Market for Conferencing

- Annual increase of uptake

The Market for Conferencing

Fiber in use as of year-end 2004

>500 500   50   10

Gbps

Source: TeleGeography Research

@ 2006 PriMetrica, Inc.

The Market for Conferencing

- Globally an US$ 8 billion industry

- USA far ahead of Europe

- Some specialised, some generalised

- Annual increase of uptake on UK-

- 30% per Annum

Routes to conferencing

A Land of Confusion...

Teleconference

Conference Call

Audio Conference

Remote Collaboration

Web Conference

Audio/Web Conference

Video Conference

Telepresence

The world keeps turning...

- Seventies   Fax machines
- Eighties   Mobile Phones
- Nineties   email/ VOIP
- Noughties   Conferencing

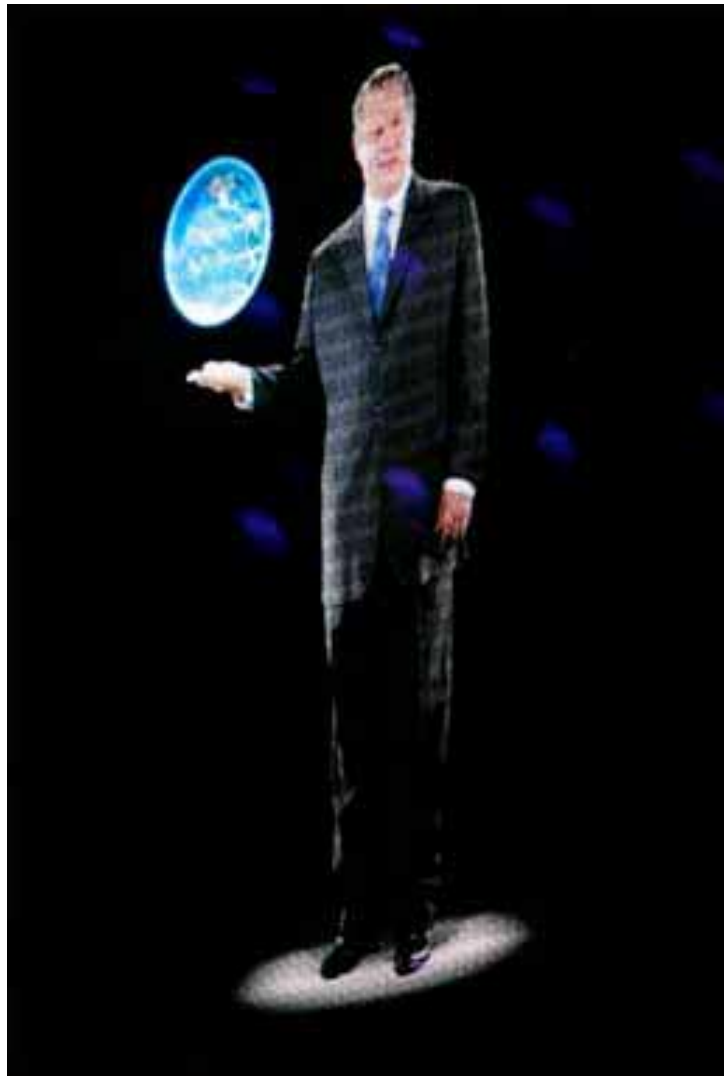- The Future   Telepresence

Holographic Telepresence?

A two-dimensional politician

Telstra

How is it done?

- Many different ways to conference-

- Free VOIP Audio
- Free webcams

- "Free" audio conferences
- In-software sharing

- Professional services

"You only get what you pay for..."

- Free VOIP services (Skype, etc) do not guarantee levels of service.
- Multi-way overload?

- Free webcams can come with some nasty surprises!

- Not guaranteed secure

- How professional do you want to look?

The Professional Solution

- There are many conferencing providers.
- Many different payment models
- Many different functionalities

- How to find the one that suits you best.

Firstly, ask yourself...

- What will I actually DO by conferencing?
- What will I actually ACHIEVE by conferencing?
- What infrastructure/tech do I need?
- What level of service do I want?
- How will my employees and clients react?
- How do I budget for conferencing?
- By what yardstick will I call this a failure or a success?

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Then ask a potential supplier...

- How will this fit into my business plan?

- How much does it cost?
- How much does it REALLY cost?
- What must be downloaded? (access issues)
- What are my service level agreements?
- Will I have adequate Customer Care?
- Is audio conference included?
- Am I tied into a restrictive contract?
- Can you help me with special requests?

Taking it further...

- Video conferencing
- Hardware and Software

- High Definition, High Impact!
- Point to point or multi-way?
- Purchase kit, use for free?
- Purchase kit, hosted service?
- Do I want to show data within a videoconference?

Taking it further...

Video Conferencing-
- Streaming out to web
- Bridging in telephony
- Connecting to different endpoint systems

Web/Audio Conferencing-
- Translate/ transcribe
- Record/ edit/ podcast

Full combination technology- video/web/ audio

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Thank you very much.

- For further information/advice please call

  01962 600101

  and ask for Neil

- Or visit www.webconferencing-test.com

  (Vendor independent comparison site)

- These slide sets are available by filling out a request at

  www.digitalmeeting.co.uk/contact

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