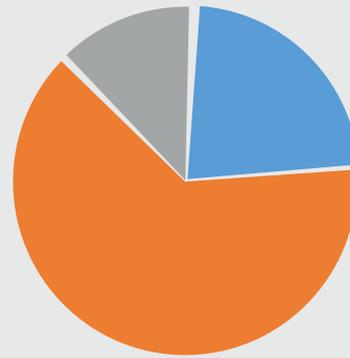


WORKFORCE COLLABORATION, ENGAGEMENT AND PRODUCTIVITY: CHALLENGES & SOLUTIONS





Worldwide Report on Employee Engagement

- Actively Disengaged
- Not Engaged
- Engaged

Employee Engagement & Productivity Loss Challenges

A business is nothing but a manifestation of the collective endeavor of its people and, hence, it becomes important to keep them engaged in the best possible way. The lesser employee engagement boils down to deteriorating productivity, return on investment and business revenue loss. According to a research, it was estimated that disengaged employees are responsible for eroding \$550 billion of revenue in any sector.

A report by Gallup, the leading performance management and consulting company, sounds a wake-up call for today's entrepreneurs. Based on its survey conducted across 140 countries, it came with certain shocking facts. It found that 63 per cent of the employees stay as Not Engaged at workplaces, 24 per cent as Actively Disengaged and just 13 per cent as Engaged. Thus, the people those are not engaged or disengaged are likely to bring negativity even in those who are sincerely contributing to the business bottom-line. Thus, the loss is pretty much evident

Employee Engagement – With Whom the Duty Stay

Definitely the responsibilities lie with both the management and employees of an entity. It means, managers and their subordinates need to share problems, expertise and ideas and work together to drive the business ahead. At the same time active monitoring would be required at different levels to ensure the people are discharging their responsibilities ethically as per the pre-defined code of conducts.

Thankfully, with increased agility, flexibility and availability of the IT infrastructure and its components, entrepreneurs can promote collaboration and engagement.



TECH TOOLS TO IMPROVE COLLABORATION, ENGAGEMENT & PRODUCTIVITY

■ Video Collaboration

There can be nothing more intuitive than video collaboration when it comes to establishing communication among geographically dispersed business operations. This medium is used nowadays in talent acquisition, training and skill development, client engagement and offering support services.

■ Audio Conferencing

Employees functioning at different levels of the business pyramid can share their plans and ideas and make things work in a streamlined manner with the right audio conferencing technology. An ideal video conferencing tool is one that can sync with multiple digital devices and can facilitate crystal-clear voice quality thereby allowing participants to and listen to and get listened by other without any ambiguity.

■ BYOD (Bring Your Own Device)

Favoring BYOD though brings a good deal of challenges for the IT administrator, their innate benefits in productivity can't be ignored. Reasons? Employees are more familiar with their personal devices, their services and apps and their features. Hence, adoption of BYOD fuels employee engagement and let them contribute significantly to the business.





■ Remote Desktop Software

Businesses nowadays are becoming flexible to their employees. With a bid to let them have a better work-life balance, they often allow them to choose the work-from-home alternative. Allowing employees to have the access of sensitive business data brings considerable amount of risk, hence, they always look forward to reliable remote desktop software that can facilitate sharing of data in encrypted manner.

■ CRM Integration

CRM or customer relationship management is an indispensable part of any business or enterprise. In the digital world when consumers are more comfortable with online shopping, integration of CRM with the website and communication platform becomes a must. This helps the staff members to have the right information at the right time to improve customer acquisition and sales.

■ Operation Management & Monitoring

With the inclusion of platform antagonist Software-as-a-Service (SAAS) or cloud-based CRM (Customer Relationship Management) and ERP (Enterprise Resource Planning) solutions, managers and supervisors can effectively manage and oversee people involved in different operations on real-time basis. They can also get a grasp of the impediments and customers' expectations, and contribute significantly in innovating business products and services..

TECHVEDIC COLLABORATION & ENGAGEMENT SOLUTIONS

- Cloud-based Business Phone System
- Cloud-based Audio Conferencing
- Cloud-based HD Video Collaboration
- Cloud-based Contact Center Solution
- Cloud-based or Hybrid CRM Solution
- Cloud-based or Hybrid ERP Solution



TECHVEDIC COLLABORATION & ENGAGEMENT SOLUTION'S ADVANTAGES

- Higher employee productivity rates
 - Improve customer communication and retention
 - Increase company profitability
 - Enhance customer/prospect tracking
- At Techvedic, our endeavor is not just to craft and design ideal IT collaboration solutions but also to deploy them successfully aligning those with the business operations to help our partners keep their people connected, engaged and productive – whether they are at workplace, at home or on the field – and have a competitive edge.



ABOUT **T**ECHVEDIC

Techvedic is an Information and Communication Technology-based enterprise that offers IT and IT-enabled business services, IT outsourcing services, merchant payment services, digital media services and cloud-based telecom services to startups, small and medium businesses, government and non-profits organizations. To help clients, adopt and leverage the technology services, Techvedic also offers strategic support, that is, consultation, planning, deployment, integration, migration, training and maintenance

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