



**FOUR WAYS TO ENSURE PRODUCTIVITY
WHILE YOUR WORKFORCE
TELECOMMUTES**

With the nature of work today being interconnected worldwide, telework has become not only a trend, but a necessity. Recent studies by IWG show that about **70 percent of the entire global workforce telecommutes at least one day a week, and 53 percent of those employees work remotely at least half of the week.** This flood of employees working from home has completely changed the remote work landscape, and has turned many more people into temporary remote workers.

Making sure that remote workers stay on top of their game while working from home is a monumental task; **64 percent of employees use non-work related websites while on the clock, and 85 percent use email for personal reasons every day.** That said, tracking their productivity is of paramount importance.

While micromanagement can be detrimental to employee morale and culture, it can also have a domino effect throughout your entire business as trust begins to plummet. The key to ensuring employee and overall workplace productivity is not to patronize your users and leave them to fend for themselves; rather, you should support and virtually manage remote workers to ensure productivity even when operating during a crisis.

Monitoring the productivity of remote workers can help you identify members falling behind, as well as the corrective action that needs to be implemented to ensure business operations sail smoothly.

FOUR WAYS TO MONITOR PRODUCTIVITY IN A REMOTE WORKFORCE

More often than not, IT departments are the ones tasked with monitoring and optimizing employee productivity. Here are four ways you can monitor productivity while your workforce telecommutes.

MONITOR LOGON AND LOGOFF ACTIVITIES

- a Keep tabs on currently logged on users and computers. This can help create a list of the users and computers that have currently logged on to the domain.
- b Scrutinize the logon history to go through the history of users who have logged on for a specified number of days.
- c Generate reports for the user logon count, logged on username, and the last logon and logoff time.

OVERSEE THE SYSTEM UPTIME AND DOWNTIME

- a Get insights on the total uptime and downtime of computers, and generate filtered reports based on the domain and a stipulated time.
- b To procure precise details, it is recommended to consider hibernate or standby as a shutdown, which will be calculated as downtime.
- c Survey the uptime and downtime of selected computers, and generate detailed summary reports for each machine.

METER THE USE OF WORK-RELATED APPLICATIONS

- a Categorize applications into those that are work-related and those that are unproductive. Monitor the use of such applications to understand the behavioral pattern of each employee.
- b Export software metering reports with details pertaining to which application was used and for how long.
- c On a daily basis, users might use commercial and non-commercial applications depending on the task at hand and the corresponding role. To ensure compliance at all times, it's important to keep track of the commercial licenses being used.

TRACK USERS' WEB ACTIVITY

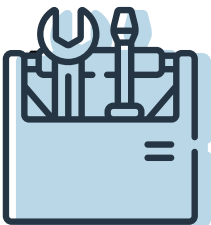
- a Keep an eye on the time being spent on unproductive websites by tracking the websites users visit.
- b Create a blacklist for non-work related websites to optimize productivity and mitigate insider threats.
- c Track users' web activity to understand the most popularly used websites, and the duration for which they are accessed by each user.



A sprinkling of other parameters factor in for each employee's productivity, like the **time taken by IT administrators to resolve end-user issues** and manage the **inundation of help desk tickets**.



The accessibility of IT department to end users is pivotal. With the right tool, you can empower users to **easily raise requests without signing in to help desk software**, and **leverage templates to cut down on the time spent** submitting and resolving tickets. For further enrichment, the ability to **attach supporting screenshots or upload a video** can help an IT admin expedite the resolution of an issue.



It's equally important to empower IT admins with a **best-in-class remote troubleshooting tool** to grapple the outpouring of help desk requests. Equip your IT department with top-notch remote control features such as an **integrated two-way file transfer tool** during a live session;

collaborative troubleshooting to either seek guidance from adept technicians or procure insights from the technician who previously worked on the issue before handing over the baton; **built-in communication channels** such as text-based chat, voice, and video calls to notify the user dynamically while troubleshooting, or to fetch the required details as and when needed; and **shadowing novice users during training**, intervening if need be.

In addition, the remote troubleshooting process can be bolstered by leveraging features such as **recording remote sessions** for auditing and educational purposes, **troubleshooting multiple active monitors** connected to the target machine, and **remote power options** to wake, shut down, restart, lock, and hibernate machines. Besides controlling the **Windows Registry and remotely accessing the Command Prompt**, IT admins should be able to execute remote diagnosis seamlessly to **monitor hardware devices, applications, processes, services, and startup programs** dynamically.



ManageEngine's arsenal for **remote workforce management and security**

Remote work will only continue to gain momentum as the standard for organizations all over the world in the coming years as remote employees prove to be happier and more productive than those who work in an office. Ironing out the creases in telework processes is a necessity to ensure businesses stay on track during remote work adoption.

This calls for a viable solution to effectively manage remote workers and monitor their productivity. Pandemic or not, it's important to equip your organization with the right tools to facilitate remote work. Look no further: ManageEngine's endpoint management and security solutions can do all this and more. Grab your remote work arsenal today, [free for 30 days](#), and don't fall victim to the saying "out of sight, out of mind."

