

# Ask the Expert with Aktion Cloud & Managed Services

## IS YOUR COMPANY READY TO SUPPORT REMOTE WORK FOR EMPLOYEES?



National software reseller and IT infrastructure Provider focused on the  
Construction, Distribution and Manufacturing industries

[aktion.com](http://aktion.com) 800.4AKTION

# Today's Presenter(s): Steve Rogers, *Technology Division VP*



Is responsible for architecting Aktion's Cloud & Managed Services deliverables and ensuring Aktion delivers the support and next generation technologies growing, successful companies demand.



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# Today's Presenter(s): Mike Kaufman, *Practice Manager, Cloud & Managed Services*



Architects/implements/supports next gen IT including Cloud, Managed Services, and ERP solutions like Acumatica, Infor, and Sage.



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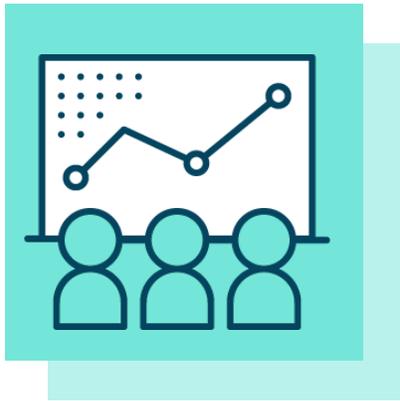
## THE VALUE OF TUG

# Why 2100\* Heads are Better than One

\*Active accounts on the TUG Online Forum



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discussion forum  
= quick solutions



Learn more:

[www.TheUserGroup.org](http://www.TheUserGroup.org)

# Agenda

- DON'T PANIC!
- Company Policies & Procedures
- What do you Need to Work from Home?
- How do you Access Company Information?
- How Can Aktion Help?
- Q/A
- Resources & Links



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# DON'T PANIC!

## *Tips to Get You Back on Track*

- It's serious... but it's a business, technology, and people challenge
- No matter the current state of your ability to work remotely, it can always be improved
- Assess, plan, and execute steps to continue improving your staff's remote capabilities
- Don't sacrifice the security, integrity, or data protection obligations of your company



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# Company Policies & Procedures

## *Questions to ask*

- How many staff members do you employ?
- Are your staff members logically grouped into teams or departments?
- Is remote work covered in your company's employee handbook?
- Does your policy consider flextime for parents with kids at home?



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# Company Policies & Procedures

## *Questions to ask (Cont.)*

- How effective are your employees when working remotely?
- What COVID-19 specific mental/physical health benefits are available?
- How does this affect your employees that can't work remotely?
- What's your plan for communicating changes in your work capabilities and processes to your customers?



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# Company Policies & Procedures

## *Accounting Considerations*

- How will you deal with AP check processing?
- If you must work from home and invoices/checks are being mailed to your office, how will you handle that?
- Have you considered:
  - Can your payroll be setup as 100% direct deposit?
  - Can you electronically sign printed AP/payroll checks?
  - Do you have a lockbox for deposits?
- What changes need to be made for internal controls?



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# Company Policies & Procedures

## *Online Resources*

- Aktion Resources
- Employee Training
  - LinkedIn Resources
  - MS Teams/Zoom/Slack
- HR Resources
- Education Resources
- Mental/Physical Health Recommendations

*\*Links provided at end of slide deck*



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# What do Employees Need to Work from Home?

*Office Space/Equipment*

## Workspace

### Computer Equipment/Supplies

- Company owned PC/Laptop or BYOD
- Mobiles Devices/Tablets
- Office Supplies
- Printer/Scanner
- Who manages/supports employee owned equipment?

### Collaboration/Communication Solutions

- Cell phone/call forwarding
- Email
- Instant Messaging
- Online Calling/Meetings/Video

### High Speed Internet

- Local/Office Bandwidth
- Firewall/router
- Optional VPN



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# What do Employees Need to Work from Home?

## Software Licensing

### Microsoft

- Microsoft Office/Office 365
- Microsoft Remote Desktop

### Security Software

- VPN Client
- Anti-virus/anti-Malware

### Accounting/ERP Software

- Business Intelligence (BI)
- Check Printing
- Document Management
- Ecommerce
- Field Operations
- Project Management
- Sales/CRM
- Time Entry

### Role Specific Applications



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# Software License

This Software License Agreement (the "Agreement") is made effective as of \_\_\_\_\_, Inc., \_\_\_\_\_ (the "Effective Date") by and between \_\_\_\_\_ and \_\_\_\_\_, a \_\_\_\_\_ corporation ("Licensee").

The Company and Licensee make agreement that the following terms and conditions shall govern the order to license use of the Company's \_\_\_\_\_ software, in machine readable form, more fully in this agreement (the "Company Software"). The Company Software and supporting materials provided by the Company from time to time ("Documentation") are referred to jointly in this Agreement as the "Software". The covenants contained in this Agreement, the parties

## Grant of License:

(a) Li

# How do You Access Company Information?

*Mission Critical Software*

## What applications are used by your staff?

- Are all of them needed in a remote work situation?
  - Can you prioritize to get people productive ASAP?
- How are the applications supported?
- Which will need to be planned for?
- Which might need reconfiguration or installation to be accessed remotely?
- Do you have proper software licensing to support remote employees?



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# How do You Access Company Information?

*On-prem Applications*

## Remote Desktop

- Access Control (VPN or SSL?)
- Application Licenses
- Capacity
- Connectivity Licenses

## Remote Workstation Access

- GoToMyPC
- LogMeIn
- Remote Desktop
- Team Viewer
- VNC

## Multi Factor Authentication

## Mobile Devices/Apps



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# How do You Access Company Information?

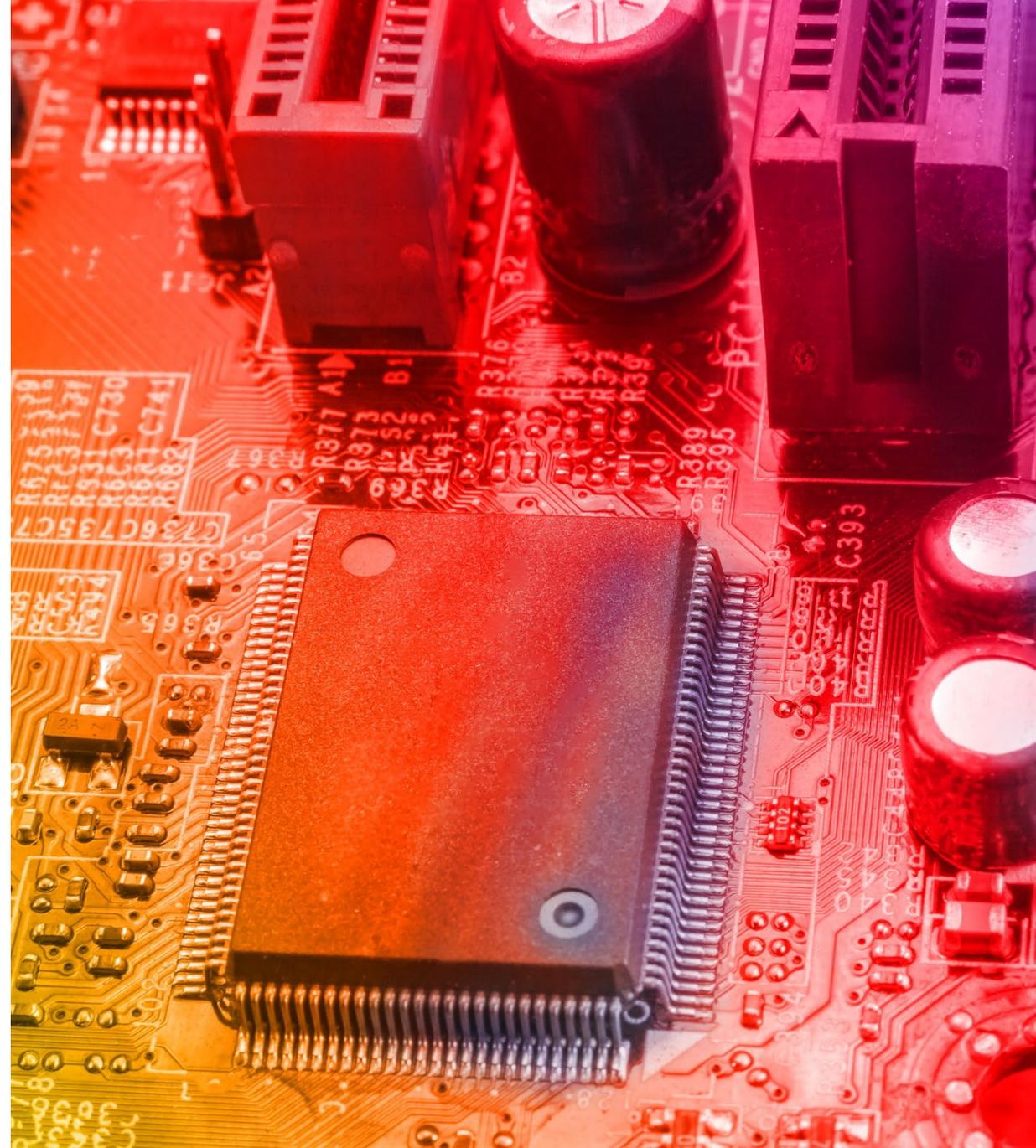
## Direct VPN Access: Pros vs. Cons

### Pros

- Access any office network resources
  - Printer support
  - Shared network drives
- Allows secure RDS access to servers or workstations

### Cons

- May allows access from untrusted networks
- Slow/lags for some operations
- Needs dedicated equipment
- Most legacy ERPs are not supported without RDS



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# How do You Access Company Information?

## Cloud Solutions

### Aktion Cloud Services

- Sage 100 Contractor
- Sage 300 CRE
- Sage Estimating
- Infor A+
- Infor FACTS
- Infor StoreFront
- Infor SX.e

### Next-Gen ERP/SaaS

- Acumatica
- Infor CloudSuite Distribution (CSD)
- Sage Intacct for Construction



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# How do You Access Company Information?

*Cloud Solutions (Cont.)*

## Public Cloud – Microsoft Azure/AWS

- Managed Sage/Infor Hosting
- Windows Virtual Desktop (Azure Only)

## Collaboration Software

- Email
- Online Meeting Services
  - Microsoft Teams
  - Webex
  - GoToMeeting
  - Zoom

## Cloud File Sharing

- Aktion Sync
- Citrix ShareFile
- Google Drive
- Microsoft SharePoint/OneDrive
- VPN



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# How Can Aktion Help?

*Let us help get your business back on track*

**Cloud Services** – Aktion has two company owned enterprise class data centers able to host your workloads.

**Hybrid Cloud** – Take some of your workloads to the cloud and leave others on-prem to optimize technology environment.

**Managed Services** – P&A, Proactive, Ultimate Remote, Ultimate On-site, Mobile Device Management.

## Infrastructure/Software Licensing

### Productivity Software

- Office 365
- Project
- Visio

## ERP/ISV Solution Licensing, Implementation, and Support



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# Special Offers

*What offers are available?*

## Aktion Cloud Services 1 Year Agreement

- 3 Additional Months at No Charge
- Offer expires 6/30/2020

## Aktion Sync

- First 90 Days Free

## Cisco Webex

- Free for Personal Use

## Microsoft Teams

- Free 6 Month Trial
- Included with MS 365 Subscriptions



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# Who to Contact for More Info?

- 1) Reach out to your Aktion Account Manager.
- 2) If you don't know who your Account Manager is, go to [aktion.com/contact-us/](https://aktion.com/contact-us/).
- 3) Or reach out directly to Mike at [mkaufman@aktion.com](mailto:mkaufman@aktion.com).



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# Who We Are

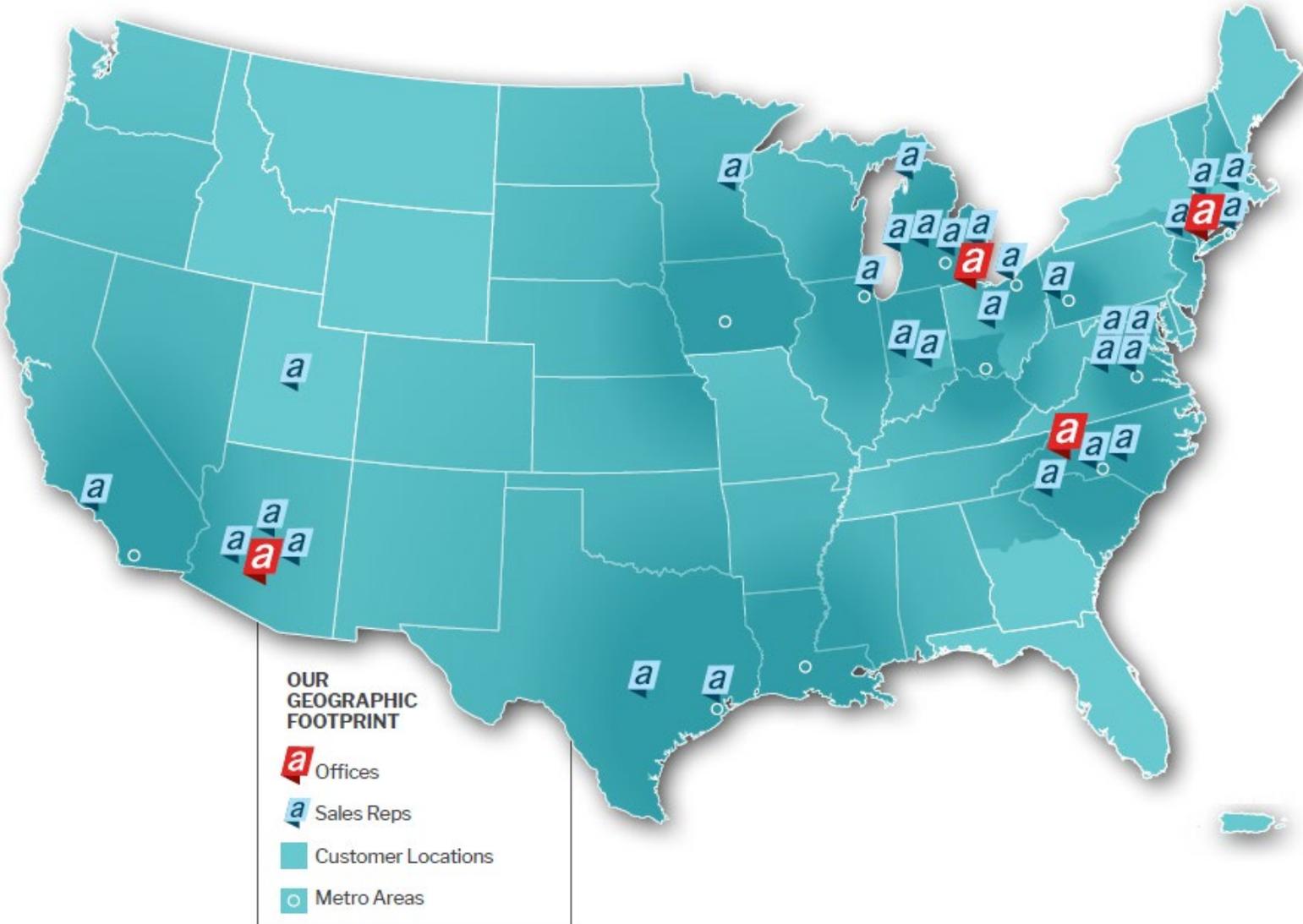
- 200 employees
- 5000+ customers
- National software reseller & IT infrastructure provider focused on the **Construction, Distribution and Manufacturing** industries
- Two, company-owned SOC certified data centers



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# Coverage Map



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# Questions?



**sage**  
Authorized Partner



2019  
Distribution  
Partner of the Year  
Infor Partner Network

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# Thank You!

  
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# Resources & Links

## *Aktion Resources*

### Blog

- [aktion.com/blog/](https://aktion.com/blog/)

### LinkedIn

- [linkedin.com/company/aktion-associates-inc-/](https://linkedin.com/company/aktion-associates-inc-/)
- [linkedin.com/in/mikekinatx/](https://linkedin.com/in/mikekinatx/)
- [linkedin.com/in/Jsrogers/](https://linkedin.com/in/Jsrogers/)

### News

- [aktion.com/company/news/](https://aktion.com/company/news/)



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# Resources & Links

*OpenSource COVID 19 Response: HR related work and communications across the US:*

- [https://docs.google.com/document/d/12tT0\\_5zGELxs7M-iCwf9enUJ0-lbe0K8tkBSbbWhYFM/mobilebasic](https://docs.google.com/document/d/12tT0_5zGELxs7M-iCwf9enUJ0-lbe0K8tkBSbbWhYFM/mobilebasic)



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# Resources & Links

*Maximizing Efficiency and Productivity of Remote Work*

- [Working Remotely](#) (1 hr)
- [Time Management: Working From Home](#) (1 hr 25 min)
- [Productivity Tips: Finding Your Productive Mindset](#) (59 min)
- [Executive Presence on Video Conference Calls](#) (34 min)
- [Forbes Collaboration Software Promotions](#)



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# Resources & Links

*Manage the Impact of Adjusting to a New Work Environment*

- [Thriving @ Work: the Connection between Well-being and Productivity](#) (41 min)
- [Managing Stress for Positive Change](#) (57 min)
- [Building Resilience](#) (34 min)
- [Developing Resourcefulness](#) (18 min)



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# Resources & Links

*Remotely Manage and Lead Teams*

- [Leading at a Distance](#) (36 min)
- [Managing Virtual Teams](#) (56 min)
- [Leading Virtual Meetings](#) (32 min)



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# Resources & Links

*Get to Know Your Remote Work Productivity Tools*

- [Learning Zoom](#) (45 min)
- [Learning BlueJeans](#) (1 hr 11 min)
- [Learning Webex](#) (44 min)
- [Learning Skype](#) (1 hr 4 min)
- [Microsoft Teams Tips & Tricks](#) (1 hr 1 min)



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# Resources & Links

*Education Companies offering free subscriptions and online learning/educational materials for families*

- <http://www.amazingeducationalresources.com/>



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# Resources & Links

*Free online workout recommendations to do at home,  
from a personal trainer*

- <https://www.youtube.com/channel/UCP16yIxlWBSzZA9AoUunlg>



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