

(Veriato)
by Awareness

2023 Preparedness Checklist

Ensure Your Workforce Is
Productive and Secure



Introduction

As you plan for 2023, one thing should top your list when it comes to ensuring the productivity and security of your company - your workforce. Your employees can be your biggest asset and your biggest liability, depending on the tools and processes you have in place.

This guide will help you understand where there are opportunities and risks in your workforce, and what you can do to make sure 2023 is as secure and productive as possible with workforce behavior analytics.

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Welcome to Your New Workforce

It's 2023, do you always know where your employees are? More of them are working remotely, or asking for flexible working arrangements. By the end of 2022, a quarter of all professional jobs will be remote, and new remote jobs are predicted to rise in 2023. Not only that, more people are mixing work and personal life more fluidly.

Here are signs that your workforce is part of the new wave of remote and hybrid work:

Fully Remote workers:

Employees working from home or outside of your managers direct oversight.

Hybrid workers:

Employees who work from home sometimes, which can create complexity of using different workstations, computers and schedules.

Using personal tech for work:

Employees working on their own mobile device and computers makes it hard to know what they are doing.

Using work tech for personal activity:

Employees answering personal email, shopping online or browsing the internet using your technology.

These are all very common occurrences in today's new work environment, and they all carry inherent risks for your business.

No remote work at your business? The same issues could apply if you have several locations without senior oversight, have employees on the road or you let your workers use technology flexibly. Not only that, you're likely feeling pressure from your workforce to become more flexible, which could end up being an issue with turnover and hiring if you don't shift your policy.



Remote Risks Ahead

When you have people working from home, using their own tech, or using your tech for their own personal purposes, you are likely exposed to the following:



Little employee oversight: A major concern for any business that allows their employees to work from home is the lack of oversight. When someone is in the office, a manager can walk by, have a meeting or lunch, and check in on someone in real time. When someone is at home, it's much harder for a manager to keep track of employees.



Uncertain productivity: When managers don't know what their workforce is up to, it's hard to trust that they are as productive as they are in the office. Each disengaged employee is about 18% less productive than an engaged employee, costing your business.



Difficulty spotting bad behavior: Unproductive workers is one thing, without oversight, employees could actually start behaving in ways that breach company policy and can cause trouble for your business. They might badmouth the company more frequently, get sloppy about process, or even moonlight for a competitor on company time.



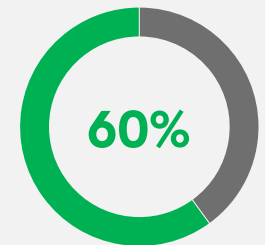
Compliance risk: For healthcare, finance and other companies with regulatory requirements, employees need to follow specific guidelines in order to ensure company compliance.



Insider threats: Insider threat is a factor in 50% of company breaches. Employees that access company or customer data, product development and design and other sensitive information create inherent risk for the company. From theft and fraud to a data breach, employees are a major factor whether they are malicious or simply negligent.

Checklist: Prepare For Better Oversight

You can dramatically increase your insight and control over your workforce with the right technology. Today, about 60% of companies with remote workers use some kind of employee monitoring software to get a better understanding of their workforce. But not all employee monitoring is the same. In fact, the term "monitoring" is inherently passive.



The right approach to gaining oversight and control is through workforce behavior analytics.

With a full suite of workforce behavior analytics, you can get a better understanding of what your workforce is doing, how productive they are, and how secure your company is.

Activity Monitoring:

The first category is the most fundamental - understanding what your workforce is doing. Make sure you understand these activity signals:



Schedule: Learn more about each employee's unique schedule. Not everyone does a 9-5, and that might be ok as long as they're putting in a full day's work.



Location: Know where your employees are, either at a specific office location or at home.



Browsing: Understand where your employees spend time online.



Time spent across company technology: Know how much time your employees are spending on certain tasks and in certain databases or user interfaces.

Productivity Analytics:

Now that you know what people are doing, it's time to start understanding if their activity is optimal or if it's time to make some improvements. Workforce behavior analytics can flag issues and help you understand:



Changes in schedule: If someone stops logging in at 9 and suddenly starts logging in at 10, you'll be the first to know.



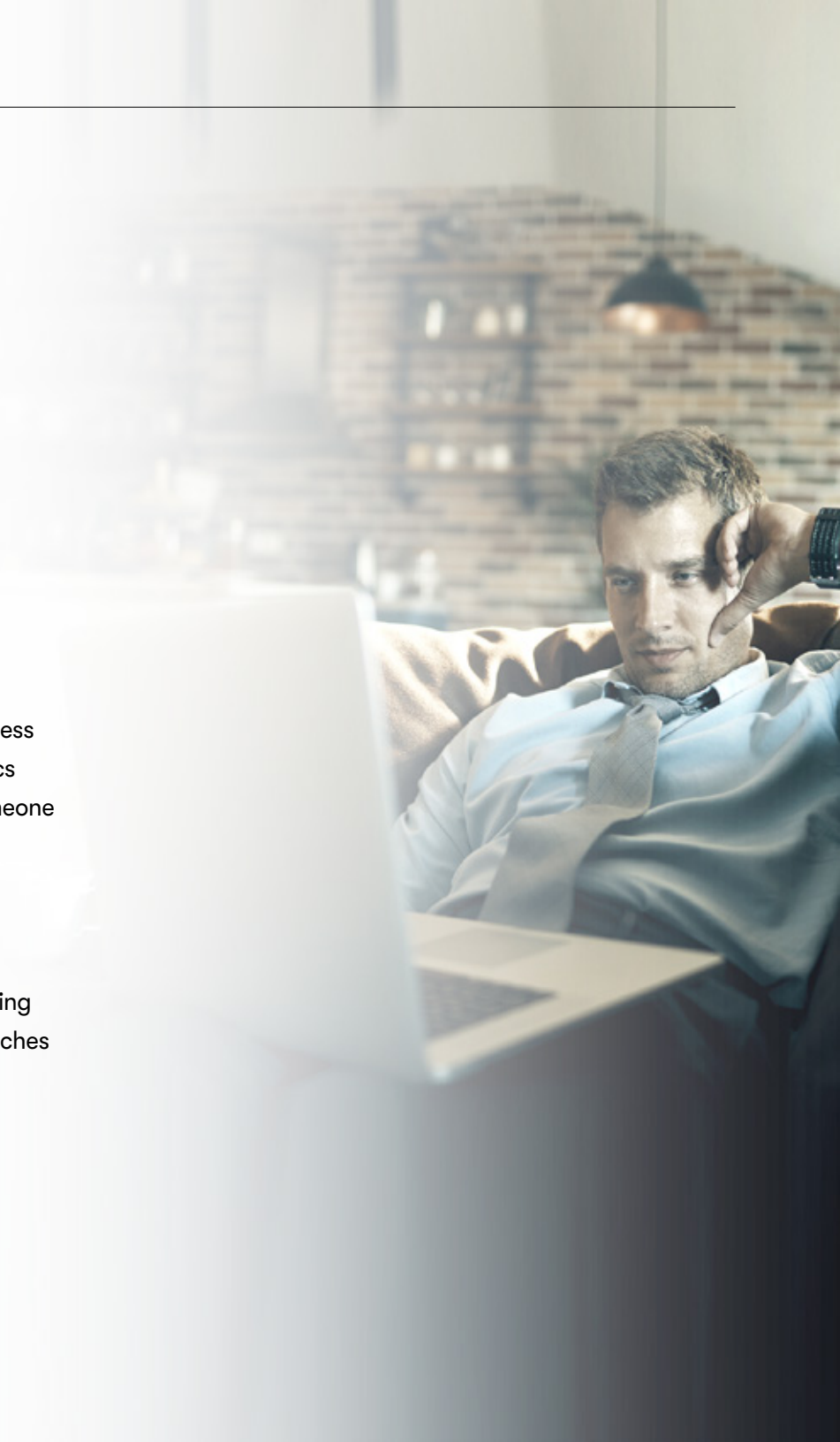
Too much time on tasks: If someone is lingering on a basic task, or seems swamped in one user interface all day, you'll be able to know before it becomes a productivity problem.



Wasted time on the job: Every company is different, and people mix business and personal time more than ever, but the right workforce behavior analytics can spot the difference between a quick personal email to a friend and someone who's emailing your competitor about a side job. Similarly, you'll be able to know if someone's watching a movie or going shopping on the job.



Opportunities for improvement: Each flag raised by workforce behavior analytics is more than an indicator that an employee might not be maximizing their productivity. It's also an opportunity to fine tune management approaches and processes to fix any issues that arise. Your workers might all be bogged down by the same cumbersome sales platform and benefit from training. Or you might find you can solve some problems with a quick 9am morning check-in with the team.



Security Analytics:

Your workforce is your greatest asset, but could become a major risk without the right oversight. Especially with remote work, your business needs a solution in place to spot the following:



Compliance breaches: For any company with compliance requirements, it's critical that employee activity is analyzed and corrected whenever there is a failure to comply.



Change of attitude: An early warning sign is a change in the way an employee talks about the company and other employees. If communication starts to take on a negative tone, there could be worse ahead.



Risky behavior: Any employee who starts contacting unusual people, working late at night, or using systems they don't normally need for their job is giving off signals of a potential risk to the company.



Misuse of company data: Employees need to access sensitive information but that doesn't mean your business needs to be at risk. You need to know when employees access information they shouldn't, share information without permission, or misuse information.

Get Ahead in 2023 With Veriato

A workforce behavior analytics solution like Veriato, will give you the complete package: activity monitoring, productivity analytics and security analytics. You'll get the information you need to reach out to employees when there is an issue, improve policies and procedures and increase productivity and security for your business.





About Veriato

Veriato is the leading provider of workforce behavior analytics, helping businesses monitor and analyze remote or hybrid workforce activity to boost productivity and keep sensitive data secure. Veriato is the partner of choice to deliver unmatched insights to help companies thrive in today's complex work environment, especially in industries

where sensitive data and IP is at stake. With powerful analytics that work across networks, in the cloud, and on-premise, companies gain complete visibility and understanding, ensuring maximum productivity and minimum risk.

www.veriato.com

To see a demo or speak to sales, please contact sales@veriato.com

