

## WHY CONSIDER TELEWORKING? The Business Case for Teleworking



Teleworking is no longer a work arrangement that only concerns certain managers and employees. It is a work alternative that provides flexibility and good results in meeting organizational goals as well as employee, customer and supplier needs. As a result, senior executives and managers are integrating teleworking as a strategic tool and making good use of teleworking benefits.

For some employers, budgetary savings is a primary reason for initiating a teleworking program. For others, employee morale may be a top concern and incentive.

As the economy becomes more information based, teleworking continues to grow because work has become more portable. Individuals working in a variety of areas don't need to be located at a central work base at all times. Also, real estate costs are rising and individual offices are shrinking. Computers and other communications technologies are increasing employee effectiveness and make teleworking easy and affordable. Remote technology has become more secure, available and reliable. As long as teleworkers can communicate easily with their co-workers, managers, customers and suppliers, they can often work anywhere.

The most common objectives that organizations mention for introducing a teleworking program include:

- Attract new employees
- Retain key and quality employees
- Provide better service to customers, business partners and suppliers
- Increase productivity and efficiency
- Provide a solution for peak periods and inconvenient working hours
- Ensure continuity of operations in emergency situations and major disasters
- Reduce office space
- Reduce operating costs

- Establish a flexible, virtual networked organization
- Fulfill environmental responsibilities by decreasing the number of employees who may be commuting alone by car

## Identifying Teleworking Benefits

While many private and public employers initially created teleworking programs to address environmental mandates or enhance employee work/life balance, employers currently recognize many other benefits of allowing and enabling employees to telecommute. Teleworking has the potential to provide significant benefits for employers, employees and the community.

## Teleworking will help your organization's:

### Productivity

- More Work Accomplished
  - Greater Focus
  - Fewer Distractions
- Job Satisfaction - Improved Morale
  - Greater Commitment/Loyalty
- Greater Efficiency
  - Commute Time Savings
  - Less Stress
  - Flexible Work Schedule

### Cost Efficiency

- Reduces Hiring and Replacement Costs
  - Relocation Costs
  - Hiring Expenses
  - Training Time and Expense
- Reduced Unscheduled Absences
  - Less Down Time
  - Reduced Costs Associated With Unscheduled Absences
- Real Estate Savings
  - Reduced Office Space
  - Increased Parking Efficiency
  - Shared Work Space
  - Reduced Operating Expenses
  - Controlled Expansion Expenses

## Flexibility

- Less Down Time
  - Ability To Work on Snow Days
  - Ability To Work During Sick Leave
  - Ability To Work Remotely
  - Ability To Return To Work For Injured Employees
- Retention and Attraction
  - Retention Of Key Employees
  - Retention of Employees Relocating
  - Attraction of Employees Seeking Flexible Arrangement
- Wider Labor Pool
  - Access To Workers in Larger Geographic Area
  - Attract And Retain Qualified Persons With Physical Disabilities
- Less Absenteeism
  - Ability To Work Without Infecting Others
  - Ability To Work Outside Of Traditional Office Hours

## Teleworking will help your employees:

- Reduce commute time, costs, and stress
- Increase job satisfaction
- Increase productivity
- Balance work and home life more easily
- Maintain better health
- Value, and remain with, the organization Teleworking will help the community:
- Decrease traffic congestion
- Conserve resources through reduced gasoline consumption
- Reduce air pollution

• Offer more employment opportunities for untapped labor force (e.g., disabled, part-time, retired, work-time availability) TELEWORKING RESULT: Teleworking employees at JD Edwards are 20 to 25 percent more productive than office workers. Source: Chicago Sun Times, May 23, 2004.

Source:Telecommute Connecticut! Best Practices Guide