

# CPD - Telework

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So what Five Ways Group does, my business, we are 100% based in the cloud, we are a Professional Service Accounting firm with clients all over the World. We have no fixed address. We get up in the morning and where ever the mood takes us, we can work from anywhere.

Teleworking or working remotely is a massive part of our business. It allows us to engage with the clients. And it allows us to be really available to our clients not just when we are sitting at a fixed location. You never have to say to a client, when I get back to my desk I will answer that question because you are always available.

The main benefit of teleworking for my business is reduced costs. We don't need a flash office with a flash board room... although they are nice.. and we can reduce costs on infrastructure we don't need our own servers and we don't need all that hardware. We are flexible to work where we want.

Some of the challenges we face with teleworking are, certain staff at different times of the day enjoy the company of others they enjoy bouncing ideas off each other, you get a lot out of round table discussions, when you are teleworking you are often working on your own and you loose a little bit of that. So we try to find fixed times during the week, we try to make sure that we are catching up once or twice or three times a week as much as we can, we do teleworking for the rest of the time but it is important to really come together, always being available for clients but also always being available for staff.

The clients view of teleworking is very interesting. The clients now days, I really find they are just after accessibility to their accountant, or to their professional services provider. It has been really interesting that clients of mine really don't mind where I am or what I am doing before I am able to help them or after I am able to help them. Or they really care about is that they are getting the value, that they are getting the answer. I can be overseas or on the golf course at a café or I can be sitting next them in the office, it is really about the real time being able to assist a client.

Not any industry with any set of systems can necessarily jump into telework and have it work right out of the box. What underpins our ability to work remotely is the use of cloud solutions, cloud software. It's the access to data, its access to what you need to do your job while you are not sitting at your desk. While there is not the pile of papers. You can't take a very paper based work environment and automatically send (staff) home with a couple of shopping bags full of files. It is teleworking but you won't get the outcomes you want. Having some online working spaces, being able to do a lot of your job online, will really promote and give you the benefit from teleworking.