



MOBILE WORKING

Mobile work refers to **working outside the traditional office** in different situations (e.g., at home, while traveling (airport, airplane, car and train), in hotel room, in public places (café), in clients' office or other branches of company).



TOP 3 FIELDS FOR REMOTE WORKING INCLUDE³:



INFORMATION TECHNOLOGY

29.2%



MARKETING

24.5%



BUSINESS ADMINISTRATION AND MANAGEMENT

4.7%



NUMEROUS STUDIES SUGGEST THAT WORKERS WOULD CHOOSE **FLEXIBLE WORKING OVER A PAY RISE**, INDICATING THAT MORE PEOPLE ARE INTERESTED IN A **BETTER WORK-LIFE BALANCE** AND A SCHEDULE THAT FITS THEIR AGENDA.³

INSIGHTS FROM ONLINE COMMUNITY ANALYSIS⁴:



At home office, customers often accomplish the tasks that are less complicated (comparing to the tasks done in the office) which require less documents and are more individual tasks rather than project tasks that require teamwork.

Challenges related to **communication** and lack of **social interaction** often occur at **home office** and the challenges related to **technology and tools**, and **accessing certain files and servers** often arise when people are working **on travel or in public places**.



1. <https://www.cnbc.com/2018/05/30/70-percent-of-people-globally-work-remotely-at-least-once-a-week-igw-study.html>
2. <https://www.talentlms.com/blog/remote-work-statistics-survey/>
3. <https://workplaceinsight.net/top-global-industries-leading-the-way-in-remote-work/>
4. Source: Online community analysis. "Pain Points Workplace", 2018-19

THREE MAIN PROBLEM CATEGORIES FOR MOBILE WORKERS:

TECHNOLOGY PROBLEMS



Main challenges when working while traveling and in public places.

CHALLENGES:

1. Missing software and hardware tools (printer, file storage system, large dual screens)
2. Connectivity problems such as poor Wi-Fi, network latency
3. No access to IT troubleshooting
4. VPN problems
5. Less accessibility of data, documents and server
6. Difficulty in transferring files

HOW TO DEAL:

- Try out better tools and keeping access to troubleshooting service
- Saving files to access offline
- To think of a plan B such as taking printed documents or having cables

COMMUNICATION PROBLEMS



Main challenge when staying at home and when working in public places

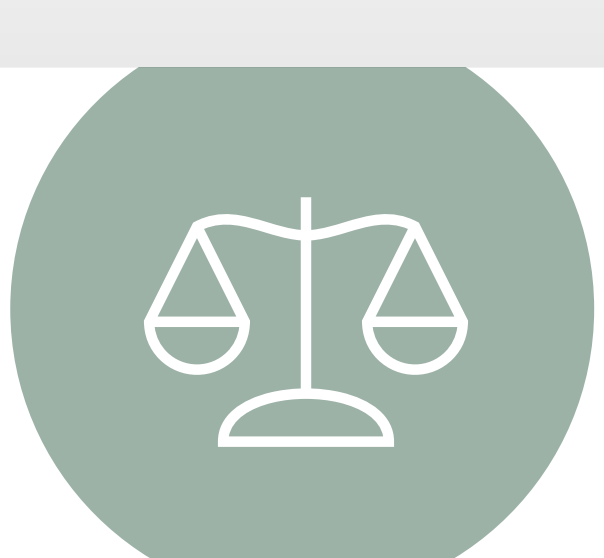
CHALLENGES:

1. Lack of interaction with colleagues
2. Less efficiency of e-meetings compared to f2f interaction
3. Difficult to find people to arrange a meeting
4. Difficulty in access to real-time information
5. Missing updates, floor talks and impromptu meetings

HOW TO DEAL:

- Using different virtual communication tools and making sure to have access to them from different devices

WORKPLACE ISSUES



ADVANTAGES OF HOME OFFICE:

1. Flexible working hours
2. Working for longer hours with more breaks in-between
3. Less interruptions (spontaneous calls and meetings)
4. Better work-life balance

DISADVANTAGES OF HOME OFFICE:

1. Frequent distractions at home
2. Lack of concentration
3. Need to organize private life along work time
4. Difficulty in scheduling the day and week to be aligned with colleagues and clients

HOW TO DEAL:

- Stick to a plan and prevent disturbance
- Maintain daily contacts with colleagues by Skype, email and call
- Be present in the office often and plan f2f interactions